

NATIONAL FLOOD INSURANCE PROGRAM

# CLAIMS MANUAL

August 2018



FEMA



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## Purpose

The purpose of the NFIP Claims Manual is to improve clarity of claims guidance to WYOs, vendors, adjusters, and examiners so that policyholders experience consistency and reliability of service. The manual provides processes for handling claims from the notice of loss to final payment.

All NFIP bulletins, other than those announcing Flood Insurance Claims Office numbers, Flood Response Office locations, claims adjuster briefings, and current/future program changes, are superseded by this manual and of no further effect.

Disclaimer: This document represents the current FEMA guidance on the covered topics and may assist NFIP insurers, adjusters, vendors, and policyholders apply applicable statutory and regulatory requirements, as well as the terms and conditions of the Standard Flood Insurance Policy. This document is not a substitute for applicable legal requirements, nor is it itself a rule. It is not intended to, nor does it impose, legally-binding requirements on any party, except where parties have voluntarily entered into an agreement requiring compliance with FEMA guidance.

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# Introduction

## 1 Message to National Flood Insurance Program Claims Professionals

Over the past several years, the Federal Emergency Management Agency (FEMA) has highlighted our commitment to our policyholders. We are transforming the ways we manage the National Flood Insurance Program (NFIP). This transformation will enable our partners and stakeholders, Write Your Own (WYO) insurance companies, insurance company vendors, agents, adjusting firms, adjusters, and examiners as claims professionals, to improve our policyholders' experience when they have a flood claim.

David Maurstad, Deputy Associate Administrator for Insurance and Mitigation



We are getting policyholders on a road to recovery faster through a more robust advance payment process. We are committed to making our products and processes easier to understand from the policyholder's point of view, that includes rewriting of our claims and underwriting manuals in plain language so insurance professionals understand the NFIP and can provide policyholders with consistency and reliability of service. Our goal is to ensure the NFIP adjusts each claim fairly and without unnecessary delay, and to handle each claim as if it were our home or business. We will treat each policyholder with empathy and respect.

One of FEMA's strategic goals is to build a culture of preparedness which promotes the idea that everyone should be prepared when disaster strikes. One way an individual can be prepared is to purchase proper insurance coverage. As representatives of FEMA and the NFIP, we will treat each policyholder with empathy and respect, ensuring the NFIP adjusts each claim fairly and without unnecessary delay, and handles each claim as if it were our home or business. Policyholders' positive word-of-mouth to family, friends, neighbors, and the wider community regarding their claims experience can influence these individuals to purchase flood insurance.

All of you represent the NFIP and our improved customer experience. You will likely be the first and may be the only NFIP representative the policyholder engages with after a flood event. FEMA depends on your continued expertise and compassion to help our policyholders recover from what may be a devastating experience for them.

As a claims professional, you are the one that will guide the policyholders through the entire NFIP claims process – from the notice of loss to their final payment. With your knowledge of the Standard Flood Insurance Policy, you can make the policyholder's recovery smoother by communicating what they should do to move their claim along the adjustment journey.

I would like to take a moment to recognize the hard work you do on our behalf.

During the past year, I have had the pleasure of observing quality adjusting by riding along on a number of loss adjustments. I saw first-hand how much time, effort, and care claims adjusters put into serving our policyholders. It is a tough job entering into dangerous spaces, dealing with conditions such as mold and other hazards, and meeting the needs of NFIP policyholders still processing the toll of a recent flood.

I know first-hand how tough this is because my dad was an adjuster. In addition, during my 20+ years as an agent, I experienced the challenge of settling property losses many times. I understand the dilemma claims professionals face trying to provide as much assistance to someone in need within the constraints

of the flood insurance contract.

We recognize your job is not easy. However, you have the opportunity to affect the claims experience positively for NFIP policyholders. I appreciate that you go the extra mile to make sure we are treating our policyholders with integrity and respect and getting every dollar allowed them from the policy they purchased. Together we can help close the insurance gap and create more resilient communities.

## 2 National Flood Insurance Program

The National Flood Insurance Act of 1968 (Title XII of the Housing and Urban Development Act of 1968, Public Law 90-448, codified as amended at 42 U.S.C § 4001 *et seq.*) created the NFIP. The NFIP is a cooperative venture involving the federal government, state and local governments, and the private insurance industry. The federal government sets insurance rates, provides the necessary risk studies to communities, and establishes floodplain management criteria guiding construction in the floodplain. Communities must adopt and enforce minimum floodplain management standards for new, substantially improved, and substantially damaged structures in order for the NFIP to provide insurance within their boundaries. Private insurance companies, under an arrangement known as the Write Your Own (WYO) program, sell and service federal flood insurance policies and retain part of the premium for their efforts. FEMA also sells and services federal flood insurance policies through the NFIP Direct Servicing Agent (NFIP Direct).

## 3 Standard Flood Insurance Policy

The NFIP offers three Standard Flood Insurance Policy (SFIP) forms – Dwelling Form<sup>1</sup>, General Property Form<sup>2</sup>, and the Residential Condominium Building Association Policy (RCBAP)<sup>3</sup>. Each SFIP form has an insuring agreement between the policyholder and the insurer, which details the terms and conditions explaining coverage and non-coverage provisions.<sup>4</sup>



### 3.1 Dwelling Form

Insures a single-family dwelling, a two to four family dwelling, a residential renter, or a residential condominium unit owner. See [Section 1](#) for more information.



### 3.2 General Property Form

Insures a non-residential building or unit, a residential detached garage or outbuilding, a non-residential leaseholder's contents, a multi-family dwelling (other residential) such as an apartment building, or a condominium association's building, which has less than 75 percent of its square footage for residential use; and any other building that does not meet the definition of a Dwelling or RCBAP. See [Section 1](#) for more information.



### 3.3 Residential Condominium Building Association Policy (RCBAP) Form

Insures a residential condominium building owned by a condominium association, which has 75 percent or more of its square footage for residential use. See [Section 1](#) for more

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1 44 C.F.R. pt. 61, App. A(1) (2017)

2 44 C.F.R. pt. 61, App. A(2) (2017)

3 44 C.F.R. pt. 61, App. A(3) (2017)

4 See 44 C.F.R. § 61.13 (2017); see also id. pt. 61, App. A(1), A(2), A(3)



information.

## 4 Emergency and Regular Programs

NFIP only sells flood insurance in communities that participate in the NFIP. See the [Community Status Book](#) for more information.

### 4.1 Emergency Program

A community may initially participate in the NFIP in the Emergency Program. The Emergency Program is in place when FEMA has not made a Flood Insurance Rate Map (FIRM). NFIP makes a limited amount of flood insurance coverage at less than actuarial rates available for all residents of the community. The community must adopt minimum floodplain management standards to control future use of its floodplains.<sup>5</sup>

### 4.2 Regular Program

The community joins the Regular Program of the NFIP after FEMA completes a detailed engineering study for the community. The study allows FEMA to release the engineering driven FIRM that provides flood data. The community must adopt or amend its floodplain management regulations to incorporate the new flood data contained in the FIRM. FEMA provides higher amounts of flood insurance coverage under the Regular Program than under the Emergency Program and charges new construction actuarial rates to reflect the risk of flooding.<sup>6</sup>

## 5 Amounts of Insurance Available

Table 1 shows the maximum amounts of insurance currently available under the SFIP for building coverage and contents coverage, in both Emergency Program and Regular Program communities. The aggregate limits for building coverage are the maximum coverage amounts allowed by statute for each building included in the relevant occupancy category. These limits apply to all single condominium units and all other buildings, not in a condominium form of ownership, including cooperatives and timeshares.<sup>7</sup>

**Table 1. Amounts of Insurance Available: Dwelling, General Property, and RCBAP Forms**

Coverage Type	Property Type	Emergency Program	Regular Program
Building	Single – Family Dwelling	\$35,000 <sup>1</sup>	\$250,000
	2- 4 Family Building	\$35,000	\$250,000
	Other Residential Building	\$100,000	\$500,000
	Non-Residential Building (including Business Buildings and Other Non-Residential Buildings)	\$100,000	\$500,000
	Residential Condominium Building Association	N/A	\$250,000 x number of units

<sup>5</sup> See P.L. 90-448 § 1336, as added P.L. 91-152 § 91-152 § 408, 83 Stat. 396 (1969), 42 U.S.C. § 4056; 44 C.F.R. § 59.3 (2017)

<sup>6</sup> See 44 C.F.R. § 59.2 (2017)

<sup>7</sup> See P.L. 90-448 § 1306, 82 Stat. 575 (1968) (42 U.S.C. § 4013); 44 C.F.R. § 61.6 (2017)

			or replacement cost of the building, whichever is less
Contents	Residential Property (Dwelling)	\$10,000	\$100,000
	Non-Residential Business, Other Non-Residential Property	\$100,000 <sup>2</sup>	\$500,000
	Residential Property (RCBAP)	N/A	\$100,000
<p>1 In Alaska, Guam, Hawaii, and U.S. Virgin Islands, the amount of building coverage available in the Emergency Program for a single-family dwelling and 2-4 family dwelling available is \$50,000.</p> <p>2 In Alaska, Guam, Hawaii, and U.S. Virgin Islands, the amount of building coverage available in the Emergency Program for Other Residential and Non-Residential buildings is \$150,000.</p>			

## 6 Deductibles

Table 2 shows the minimum deductibles available under the SFIP for building coverage and contents coverage, in both Emergency Program and Regular Program communities.

**Table 2. Minimum Deductibles<sup>1</sup>**

Program Type	Rating	Minimum Deductible for Coverage of \$100,000 or Less <sup>2</sup>	Minimum Deductible for Coverage Over \$100,000
Emergency	All	\$1,500	\$2,000
Regular	All pre-FIRM subsidized zones <sup>4</sup> : A, AE, A1-A30, AH, AO, V, VE, and V1-V30, AR/AR Dual Zones without Elevation Data	\$1,000	\$1,250
	All Full-Risk <sup>5</sup> zones: A, AE, A1-A30, AH, AO, V, VE, and V1-V30, AR/AR Dual Zones without Elevation Data and B, C, X, A99, and D		
	Tentative and Provisional		
<p>1 The deductible for the PRP, MPPP and Newly Mapped policies will be \$1,000 for both building and contents if the building coverage is less than or equal to \$100,000 and \$1,250 if building coverage is over \$100,000. A contents-only policy will have a \$1,000 deductible.</p> <p>2 Use this column if building coverage is \$100,000 or less, regardless of the contents coverage amount. This includes policies issued with contents coverage only.</p> <p>3 In Alaska, Guam, Hawaii, and U.S. Virgin Islands, the coverage amount available is \$150,000.</p> <p>4 Pre-FIRM subsidized policies are those policies covering a pre-FIRM building that are rated in zones unnumbered A, AE, A1–A30, AH, AO, VE, and V1–V30 without elevation data from an Elevation Certificate. Also included among pre-FIRM subsidized policies are policies covering certain pre-FIRM buildings rated in zones D and unnumbered V, for which the pre-FIRM subsidized rate remains more favorable than full-risk rating in zone D or unnumbered V.</p> <p>5 Full-Risk rates apply to all policies rated with elevation data from an Elevation Certificate in zones unnumbered A, AE, A1–A30, AH, AO, VE, and V1–V30, regardless of whether the building is pre-FIRM or Post-FIRM. post-FIRM buildings rated in zones D or unnumbered V, and pre-FIRM buildings in zones D or unnumbered V using post-FIRM rate tables are considered Full-Risk. Full-Risk rates are also applied to all policies rated in zones B, C, or X, regardless of product type or the building classification as pre-FIRM or post-FIRM. Grandfathered standard-X zone policies and</p>			

**Table 2. Minimum Deductibles<sup>1</sup>**

Program Type	Rating	Minimum Deductible for Coverage of \$100,000 or Less <sup>2</sup>	Minimum Deductible for Coverage Over \$100,000
grandfathered policies using elevation data from an Elevation Certificate are considered Full-Risk.			

Refer to the [Flood Insurance Manual](#) for more information on deductibles, including maximum and optional deductibles.

## 7 Group Flood Insurance Policy

A Group Flood Insurance Policy (GFIP) is an insurance certificate covering all individuals named by a state as recipients under section 408 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act (P.L. 93-288 § 408, 42 U.S.C. § 5174) of an Individuals and Households Program (IHP) award for flood damage because of a Presidential disaster declaration.<sup>8</sup> The NFIP Direct handles all GFIPs. IHP funds the GFIP policy certificate, which is good for three years, from the award to the recipient. [Table 3](#) outlines the coverage details of the GFIP.

**Table 3. GFIP Policy Details**

Section	Details
Coverage Amount	The amount of coverage is equivalent to the maximum grant amount established under Section 408 of the Stafford Act (42 U.S.C. 5174) which FEMA determines annually. <sup>9</sup> As of October 1, 2017, the maximum grant amount is \$34,000. <sup>10</sup>
Covered Property	The GFIP covers the building and personal property of an owner. The policyholder has the choice of whether to use the funds solely for building damages, solely for contents damages, or for a combination of building and contents. For renter policyholders, the GFIP is for damaged contents owned by the policyholder. A renter cannot have building coverage under the GFIP.  There is no Increased Cost of Compliance (ICC) coverage under the GFIP.
Term	The term of the GFIP is for 36 months and begins 60 days after the date of the disaster declaration. Coverage for individual grantees begins on the 30th day after NFIP Direct receives the required data for the grantees and their premium payments. IHP will send a Certificate of Flood Insurance to each individual under the GFIP. <sup>11</sup>
Deductible	The GFIP is the SFIP Dwelling Form, except that Section VI. Deductibles, does not apply. FEMA applies separate deductibles of \$200 each to any building loss and any contents loss. This deductible applies to flood-damaged losses sustained to the insured property during the term of the GFIP.

8 See 44 C.F.R. § 61.17(a) (2017); see also id. 206.119(d) (explaining purchase of GFIP)

9 See 44 C.F.R. § 61.17(c) (2017); 42 U.S.C. § 5174(h) (setting the limit at \$25,000 with an annual adjustment)

10 See 82 Fed. Reg. 47,568 (Oct. 12, 2017)

11 See 44 C.F.R. § 61.17 (d)-(f)

**Table 3. GFIP Policy Details**

Section	Details
	The deductible does not apply to the SFIP Section III.C.2. Loss Avoidance Measures, or Section III. C.3. Condominium Loss Assessments Coverage.
	The following sections of the SFIP do not apply to the GFIP:  Section VII. General Conditions, E. Cancellation of Policy by You Section VII. General Conditions, H. Policy Renewal. <sup>12</sup>
Cancellation	The policyholder cannot cancel a GFIP. However, the policyholder may purchase a regular SFIP through the NFIP. Upon the purchase of an SFIP, the group flood certificate becomes void and the NFIP does not refund the GFIP premium.
Renewal	NFIP Direct will send a notice to the GFIP certificate holders approximately 60 days before the end of the 36-month term of the GFIP. The notice encourages the certificate holder to contact an insurance agent or private insurance company selling NFIP policies under the WYO program to purchase the amount of flood insurance coverage they must have to maintain their eligibility for future disaster assistance. <sup>13</sup>

## 8 Disaster Response

Every year disasters put millions of Americans in danger and cause billions of dollars of property damage. FEMA is ready at all times helping communities reduce their risk, helping emergency officials prepare for all hazards, and assisting our insured survivors on their road to recovery. Following are disaster response efforts and offices established in support of disasters.



### 8.1 FEMA Joint Field Office

The FEMA Joint Field Office (JFO) is a temporary federal facility established close to a disaster or a multi-state event. FEMA may establish JFOs that function as central points for federal, state, local, and tribal executives with responsibility for incident oversight, direction, or assistance to coordinate protection, prevention, preparedness, response, and recovery actions.

Federal Insurance assists the JFO in several capacities pre- and post-disaster. It oversees and coordinates response efforts between other divisions of FEMA and the NFIP to ensure the execution of flood response activities.



### 8.2 Disaster Response NFIP Field Offices

#### Adjuster Control Office

NFIP Direct establishes the Adjuster Control Office (ACO) to control the assignment and coordination of NFIP Direct claims including the GFIP, Repetitive Loss (RL), and Severe Repetitive Loss (SRL) policies.

<sup>12</sup> See 44 C.F.R. § 61.17(g)

<sup>13</sup> See 44 C.F.R. § 61.17(h)

## Integrated Flood Insurance Claims Office:

NFIP Direct establishes an on-site Integrated Flood Insurance Claims Office (IFICO) following a major flooding event to process NFIP Direct flood claim payments. Examining staff and general adjuster staff assist flood adjusters, agents, and policyholders in the handling of NFIP Direct flood claims.

### C. Flood Response Office:

The NFIP directs its Bureau and Statistical Agent (NFIP BSA) to establish a Flood Response Office (FRO) to provide a local NFIP presence and base of operations during a flood event. The NFIP BSA General Adjusters (GAs), NFIP BSA Regional Support staff, and others may be deployed to a FRO to conduct a variety of activities to support the NFIP stakeholders, including policyholders, adjusters, local officials, agents, WYO Companies, the NFIP Direct, and FEMA. FRO activities are conducted in cooperation with other Government operations, including FEMA Disaster Field Offices (DFOs), FEMA Joint Field Offices (JFOs) and others.

At the FRO, the NFIP BSA:

Coordinates with the insurers to provide guidance on the scope of coverage.

Facilitates the adjustment of losses sustained by NFIP policyholders.

Educates and informs the insured public, agents, adjusters, and federal and state officials in matters related to the NFIP's total catastrophic response procedures through distribution of posters, notices, and NFIP material, and attendance and support of FEMA at community meetings.

Conducts special adjuster briefings, surveys flood disaster areas, assesses the extent of damage, and advises FEMA of findings.

Implements the re-inspection program and performs claims troubleshooting activities.



## 8.3 Adjuster Briefings

The NFIP BSA General Adjusters and FEMA conduct adjuster briefings immediately after major storms. These briefings address regional problems, construction issues, adjuster authorization, and community, and state ordinances, etc. FEMA posts the date, time, and location of the briefings at [www.nfipservices.floodsmart.gov](http://www.nfipservices.floodsmart.gov). Independent adjusters, adjusting firms, and WYO company claims examiners and representatives should attend these briefings.

# 9 Claims Professionals Expectations

FEMA expects claim adjusters and examiners to be professional; to be prepared; and to respond compassionately when handling a policyholder's claim.



## 9.1 Principles of Conduct

FEMA is committed to the core values of compassion, fairness, integrity, and respect. By handling NFIP claims, claims professionals agree to adhere to these principles of conduct:

*All individuals handling NFIP claims will maintain high standards of honesty, impartiality, character, and conduct to ensure the proper performance of NFIP*

*business and the continual trust and confidence of the NFIP policyholders. Claims professionals must conduct themselves with courtesy, integrity, and loyalty; a deep sense of responsibility for policyholder trust; and promptness in dealing with and serving the policyholder. Claims professionals will display a standard of personal behavior that reflects positively upon and will be a credit to both the individual and the National Flood Insurance Program.*



## 9.2 Customer Service

### Be Professional

FEMA expects:

- Claims professionals to respond promptly to telephone inquiries; be available to answer questions, update the policyholder about the status of their claim, and present clear and correct information about their claim.
- Claims professionals to include all allowances payable in the policy in the estimate. NFIP coverage differs from other insurance policies, and claims professionals may need to spend some extra time addressing the differences with the policyholder.
- Claims professionals to explain coverage early in the claim process in a clear manner. For example, post-FIRM elevated building and basement coverage can confuse the policyholder and require additional explanation. Policy exclusions may apply to their claim and the policyholder needs to know why.
- Claims professionals to inform the policyholder of the exclusions in the SFIP and the steps necessary to pay their claim promptly.
- Claims professionals to be considerate of the policyholder's time, keep appointments, and honor their commitments.
- NFIP adjusters to provide a copy of the estimate, and assist policyholders with the contents claim and Proof of Loss.
- NFIP examiners to confirm that all payment recommendations made by the adjuster are in line with the policy.

### Be Prepared

FEMA expects:

- Claims professionals to have their resources on hand; and to understand the policy including all three SFIP forms, Dwelling, General Property, and RCBP, and the GFIP. All claims professionals must have a good command of the SFIP and its application of coverages so they can successfully support the policyholder.
- Claims professionals to ensure adjusting software is properly calibrated for the geographic area where the loss occurred, and accounts for post-disaster, and property-specific issues.
- Claims professionals to offer an advance payment to the policyholder with an eligible claim, and always check for new guidance on [advance payments](#).
- Claims professionals to know when to engage [outside professional services](#) on adjustments and, when necessary, seek the appropriate authorization in a timely manner.

## C. Be Compassionate

FEMA expects:

- Claims professionals to treat its policyholders with respect. The policyholder and their family may not have a home to return to once the floodwaters have receded.
- Claims professionals to be aware of the policyholder's state of mind at all times. It may be more beneficial to discuss complex technical matters at another mutually agreeable time.
- Claims professionals to remember the policyholder may be in the midst of a traumatic time in their life. Claims professionals work with people under great stress and can make or break the policyholder's claims experience.

## 10 NFIP Adjuster Participation

FEMA's goal is to ensure that claims professionals adjust each claim fairly and without unnecessary delay. Adjusters should treat each policyholder with respect, fairness, and equity during this stressful time in their lives.

Adjusters represent the NFIP and demonstrate its commitment to improved customer experience. Adjusters will likely be the first and perhaps the only NFIP representative a policyholder meets after a flood. The NFIP depends on the adjusters' expertise and compassion to help our policyholders recover from what may be a devastating experience for them.

The adjuster works in concert with the claims examiner to guide a policyholder through the NFIP claims process.



### 10.1 Adjuster Authority

FEMA expects every adjuster handling NFIP flood losses:

- To understand and to communicate to the policyholders that the adjuster does not have the authority to deny a claim.
- To understand that the adjuster does not have the authority to commit the NFIP insurer to pay a claim.
- To understand that all adjustments are only recommendations and subject to review by the NFIP insurer.

Important: Adjusters should follow the insurer's guidelines. They should refer coverage questions requiring clarification through their internal chain of command.



### 10.2 NFIP Knowledge

FEMA expects every adjuster handling flood losses:

- To be thoroughly familiar with the provisions of the applicable form of the SFIP and the GFIP.
- To know the coverage interpretations issued by FEMA and explained at the NFIP Claims Presentations.
- To communicate the coverage and limitations to policyholders during the inspection.

- To adjust all claims in compliance with these provisions.



### 10.3 Required NFIP Adjuster Authorization

Independent adjusters must register with the NFIP BSA to adjust flood losses for NFIP insurers and possess an active Flood Control Number (FCN). Adjusters must have the qualifications noted below and attend an annual NFIP Claims Presentation to become an authorized adjuster or to maintain active status. The NFIP BSA verifies credentials before an adjuster receives an FCN.

FEMA holds annual NFIP claims presentations to keep the adjusting community current on claims procedures and guidance required to adjust losses under the three forms of the SFIP.



### 10.4 Adjuster Qualifications

The NFIP requires adjusters to have different levels of qualifications to adjust different property types. [Table 4](#) details what types of properties an adjuster can adjust for a given level of training.

**Table 4. Adjuster Qualifications**

Property Type	Authorization Requirements
Residential, Manufactured Home, Travel Trailer, and Commercial Losses	<p>Have at least four consecutive years of full-time property loss adjusting experience.</p> <p>Be capable of preparing an accurate scope of damage and dollar estimate to \$50,000 for manufactured homes and travel trailers, \$250,000 for residential losses, and up to \$500,000 for commercial losses.</p> <p>Have attended an NFIP Claims Presentation, once a year.</p> <p>Demonstrate knowledge of the SFIP and of NFIP adjustment criteria for all policy forms.</p> <p>Be familiar with manufactured home and travel trailer and Increased Cost of Compliance coverages and criteria.</p> <p>NFIP encourages adjusters to have Errors and Omissions (E &amp; O) Insurance coverage. Some WYO companies require adjusters assigned to their claims to have E &amp; O coverage.</p>
Large Commercial and RCBAP Losses	<p>Have at least five consecutive years of full-time large-loss property adjusting experience.</p> <p>For large commercial losses, be capable of preparing an accurate scope of damage and dollar estimate of \$500,000 or more.</p> <p>For RCBAP, be capable of preparing an accurate scope of damage and dollar estimate of \$1,000,000 or more.</p> <p>Have attended an NFIP Claims Presentation.</p> <p>Provide written recommendations from three insurance company supervisors or claims management personnel. The recommendations must reflect his/her adjusting experience only.</p> <p>NFIP encourages adjusters to have Errors and Omissions (E &amp; O) Insurance coverage. Some WYO companies require adjusters assigned to their claims to have E &amp; O coverage.</p>



### 10.5 Adjuster Authorization Process

NFIP recognizes that specialized knowledge is required for an adjuster to adjust NFIP losses.



Adjusters must know the differences between the SFIP forms, and private industry property insurance forms. They must know interpretations of coverage made by FEMA and the unique reporting requirements of the NFIP. The NFIP BSA maintains a list of adjusters authorized to handle NFIP losses.

### **NFIP BSA**

The NFIP, through its NFIP BSA, issues FCNs and maintains a database of active authorized independent flood adjusters and inactive flood adjusters. The NFIP BSA also maintains records of the date and location of adjusters' attendance at an annual NFIP Claims Presentation, or attendance at a FEMA-approved claims presentation conducted by independent adjusting firms or WYO Companies.

### **WYO Staff Adjusters**

WYO companies can use staff adjusters to adjust their flood losses. FEMA encourages, but does not require, WYO staff adjusters handling flood claims on behalf of their employer WYO company, to have an FCN.

## **C. Adjuster Registration**

The [Adjuster Registration Application](#) contains five areas of registration. Adjusters can seek registration in all categories or any combination if the adjuster's qualifications meet the requirements. The categories are:

- Residential
- Manufactured (Mobile) Home/Travel Trailer
- Small Commercial (<\$100,000)
- Large Commercial (\$100,001 - \$500,000)
- Condominium (RCBAP)

New applicants and adjusters seeking upgrades to their existing registration must submit a completed Adjuster Registration Application to the NFIP BSA via any of the following methods:

E-mail: [NFIPClaimsMailbox@fema.dhs.gov](mailto:NFIPClaimsMailbox@fema.dhs.gov)

Mail: NFIP BSA, PO Box 310, Lanham, MD 20703-0310

NFIP-registered adjusters seeking to maintain their active registered status do not need to submit an application. The NFIP BSA will automatically renew previously registered adjusters when they attend an annual NFIP Claims Presentation for the current calendar year.

The NFIP BSA will email new adjusters and adjusters who request an upgrade to their classification of the approval or denial of their application. All approved adjusters who attend the annual NFIP Claims Presentation receive an emailed FCN card confirming their registration to handle NFIP flood claims.

Important: Adjusters who do not attend an annual NFIP Claims Presentation become inactive and cannot adjust flood claims until they attend an approved NFIP Claims Presentation and are reactivated.



## **10.6 NFIP Fee Schedule**

Adjusters may bill based on the current NFIP Adjuster Fee Schedule.

Current Adjuster Fee Schedule effective August 24, 2017 (See [Appendix A](#))

For ICC claims, use the ICC fee schedule effective September 1, 2004 (See [Appendix B](#))

### **A. Gross Loss**

Gross loss is the agreed cost to repair or replace before application of depreciation, applicable deductible(s), and salvage buy-back. Gross loss shall not exceed any or all of the following policy limitations: Building and personal property policy limits stated in the Declarations Page; Program Limits building and/or personal property; Special Limits (\$2,500); Loss Avoidance Measures for Sandbags, Supplies, and Labor (\$1,000); Property Removed to Safety (\$1,000); Pollution Damage – General Property form (\$10,000); Policy Exclusions.

### **B. Increased Cost of Compliance (ICC) Claims**

For Increased Cost of Compliance claims, use the ICC Fee Schedule whether the claim is paid or closed without payment.

## **11 Examiner Participation in the NFIP**

FEMA’s goal is to ensure that claims professionals handle each claim quickly and fairly and to see that everyone involved in the flood claim process treats each policyholder with respect and empathy.

NFIP insurer have the authority to act on behalf of the NFIP to examine claims, make coverage decisions, and communicate the NFIP’s position to policyholders. How the examiner handles their oversight of flood claims can positively influence the customer experience. The examiner must be knowledgeable of the NFIP, stay up to date on program guidance, and be compassionate about the situations that policyholders are facing. The examiner can help NFIP policyholders recover from what may be a devastating experience for them, by being responsive to policyholder inquiries, proactively examining reports, timely issuing payments, and providing appropriate and professional communications.

Examiners work in concert with the adjuster to guide policyholders through the entire NFIP claims process – from the Notice of Loss to their final payment. Their knowledge of the SFIP can make the policyholder’s recovery smoother by communicating what they should do to move their claim along the claims journey.



### **11.1 Authority**

Examiners are the claims administrators of the NFIP insurers and have the authority through their management, to pay claims, make and confirm coverage determinations, and to deny coverage when appropriate. Examiners should provide adjusters guidance as needed.

- FEMA expects every examiner handling NFIP flood losses to:
- Understand their first obligation to a policyholder is to identify coverage under the SFIP.
- Understand they should not take their authority lightly to determine coverage under the SFIP and be aware that their decisions have a direct impact on policyholders.
- Understand their payment decisions must be in accordance with the SFIP.

Important: Examiners should follow their insurers’ internal settlement authority

guidelines. Examiners should also refer coverage questions that require clarification through their internal chain of command.



## 11.2 Responsibilities

Claims examiner responsibilities include:

- Assigning an adjuster within 24 hours of receipt of claim or document why they did not make the assignment in the time frame required.
- Managing the claim file including:
  - Issuing advances.
  - Resolving rating issues.
  - Overseeing adjusters for timely reporting settlement recommendation.
  - Using experts.
  - Issuing proper payment.
- Claims reporting and forms management including:
  - Transaction Record Reporting Process (TRRP) reporting.
  - Proper expense payments.
- Communicating with policyholders, including information on reservation of rights, non-waiver agreements, partial and full denial letters, and other communications as necessary.
- Handling of Increased Cost of Compliance (ICC) claims.



## 11.3 Knowledge of the NFIP

FEMA expects every examiner handling flood losses:

- To be thoroughly familiar with the provisions of the three forms of the SFIP and the GFIP.
- To know the coverage interpretations issued by FEMA and as explained at the NFIP Claims Presentations.
- To communicate the coverage and limitations to policyholders.
- To oversee all flood claims in compliance with these provisions.

# 12 Training for Claims Professionals



## 12.1 NFIP-Sponsored Training

### A. Emergency Management Institute

FEMA's Emergency Management Institute (EMI) offers independent study courses for claims professionals that reinforce information offered at the NFIP Adjuster Claims Presentations. EMI Independent Study courses are free and available to anyone. All students must have a FEMA Student Identification (SID) number to take a course and can register for an SID at <https://cdp.dhs.gov/FEMASID>.

Find out more about EMI Independent Study Courses and NFIP Perspectives informational videos at

<https://nfipservices.floodsmart.gov/home/training/emi>.

The Independent Study catalog is available at <https://training.fema.gov/is/crslist.aspx>. Below is a list of relevant courses.

### **Adjuster Courses**

- Claims Review for Adjusters (IS-1104)
- Adjuster Customer Service (IS-1107)
- Introduction to Flood Claims (IS-1112)
- Understanding Basement Coverage (IS-1109)
- Introduction to Commercial Claims (IS-1111)

### **C. All Audiences**

- Increased Cost of Compliance (IS-1100)
- EC Made Easy: Elevation Certificate Overview (IS-1105)



## **12.2 Annual NFIP Claims Presentations**

NFIP Claims Presentations keep the insurer examiners and the adjusting community current on claims procedures and guidance required to adjust or oversee losses under the three forms of the SFIP. FEMA does not charge a fee to attend the presentations, but you must register. Click [here](#) to sign up for NFIP Adjuster Training emails.



## **12.3 Other Training**

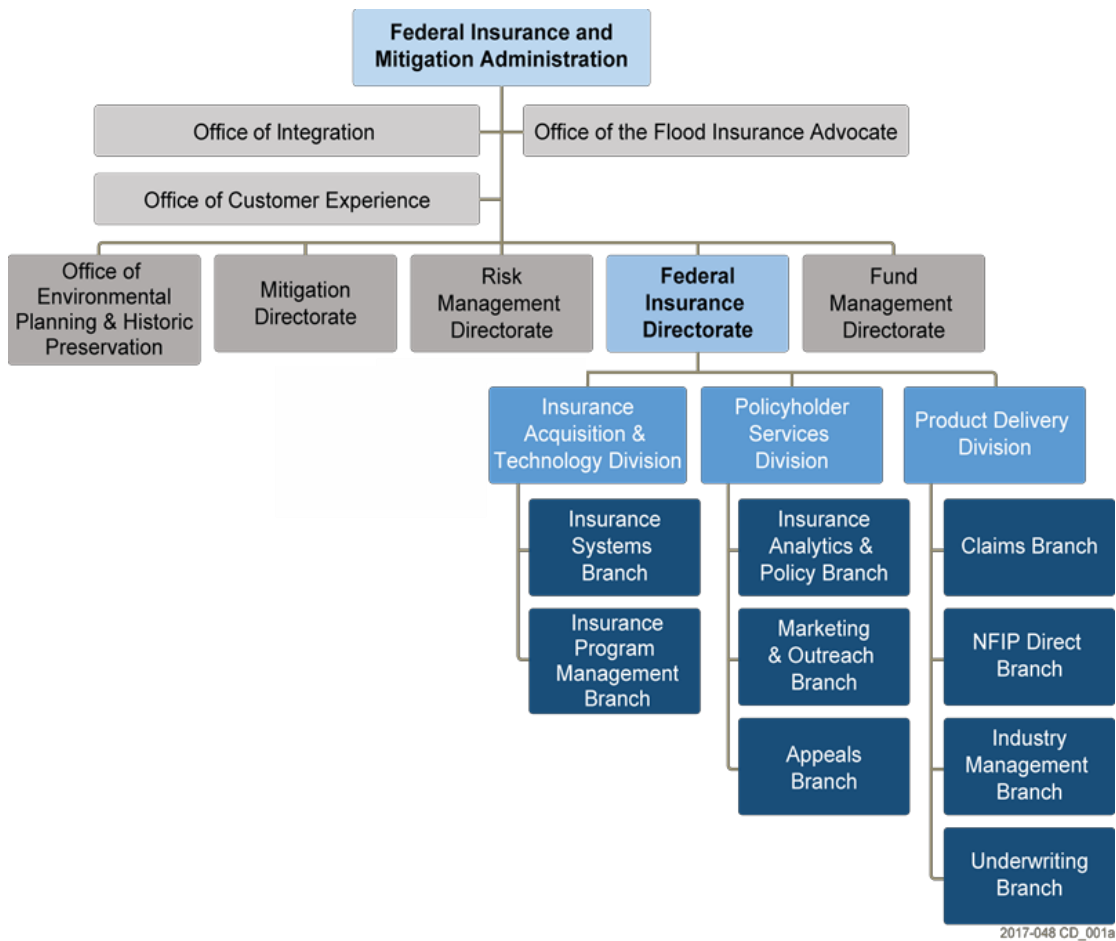
### **Associate in National Flood Insurance (ANFI)**

Claims professionals may obtain the designation through the [American Institute for Chartered Property Casualty Underwriters, The Institutes, Risk & Insurance Knowledge Group](#). There may be a cost associated with the ANFI designation that is not borne by the NFIP. An ANFI designation is not required by FEMA to handle NFIP claims, and we do not endorse or control the course content.

## **13 Federal Insurance and Mitigation Administration Organization Chart**

The Federal Insurance Directorate (FID) and the Federal Insurance and Mitigation Administration (FIMA) are the components of FEMA charged with administering the NFIP, as shown in [Figure 1](#). FIMA Org Chart.

Figure 1. FIMA Org Chart



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# Section 1: SFIP Forms

## 1 Overview

The Standard Flood Insurance Policy (SFIP) specifies the terms and conditions of the insuring agreement between either the Federal Emergency Management Agency (FEMA), as insurer for policies issued by the National Flood Insurance Program (NFIP) Direct, or the Write-Your-Own (WYO) Company, as insurer for policies issued through the WYO Program.

There are three policy forms:

1. Dwelling Form
2. General Property (GP) Form
3. Residential Condominium Building Association Policy (RCBAP) Form


Each form insures a different type of property, however many coverages are the same. This manual will detail coverages for each of the three forms. The following tables include the actual policy language in the left columns, with descriptions in the right columns.

## 2 Dwelling Form

I. Agreement	
Policy Language	Additional Explanation
<p>The Federal Emergency Management Agency (FEMA) provides flood insurance under the terms of the National Flood Insurance Act of 1968 and its Amendments, and Title 44 of the Code of Federal Regulations.</p> <ol style="list-style-type: none"> <li>1. We will pay you for direct physical loss by or from flood to your insured property if you:</li> <li>2. Have paid the correct premium;</li> <li>3. Comply with all terms and conditions of this policy; and</li> <li>4. Have furnished accurate information and statements.</li> </ol> <p>We have the right to review the information you give us at any time and to revise your policy based on our review.</p>	<p>This policy is under Federal law, unlike other property lines. Relevant definition at II.B.12 (direct physical loss). Policyholder responsibilities appear at Section VII.J, K. Post-loss underwriting at Section VII.G.</p>



II. Definitions	
Policy Language	Additional Explanation
<p>A. In this policy, “you” and “your” refer to the insured(s) shown on the Declarations Page of this policy and your spouse, if a resident of the same household. Insured(s) includes: Any mortgagee and loss payee named in the Application and Declarations Page, as well as any other mortgagee or loss payee determined to exist at the time of loss in the order of precedence. “We,” “us,” and “our” refer to the insurer.</p> <p>Some definitions are complex because they are provided as they appear in the law or regulations, or result from court cases. The precise definitions are intended to protect you.</p>	
<p><b>Flood</b></p> <p>1. A general and temporary condition of partial or complete inundation of two or more acres of normally dry land area or of two or more properties (one of which is your property) from:</p> <ul style="list-style-type: none"> <li>a. Overflow of inland or tidal waters,</li> <li>b. Unusual and rapid accumulation or runoff of surface waters from any source,</li> <li>c. Mudflow.</li> </ul>	<p>Flooding requires a general and temporary condition of partial or complete inundation by surface water from any source, from the overflow of inland or tidal waters, the unusual and rapid accumulation of soil and debris containing runoff, or mudflow. (See definition of mudflow at SFIP Section II.B.19.). The inundation must cover two or more acres of normally dry land or two or more properties (parcels of land), one of which must be the policyholders parcel and the other may be public property such as a roadway.</p> <p>The reference to “partial or complete inundation of two or more acres of normally dry land area or of two or more properties” requires that the two or more acres must be continuous acres, and that the two or more inundated properties (parcels of land) must be adjoining.</p>
<p>2. Collapse or subsidence of land along the shore of a lake or similar body of water as a result of erosion or undermining caused by waves or currents of water exceeding anticipated cyclical levels that result in a flood as defined above.</p>	<p>The SFIP also defines a flood as the collapse or subsidence of land along the shore of a lake or similar body of water from erosion or undermining caused by waves or currents of water (velocity flow) exceeding anticipated cyclical levels during a flood from the overflow of inland or tidal waters. Resultant damage to the insured building is covered, while the collapsed land is not covered.</p> <p>The SFIP does not cover damage from earth movement or gradual erosion.</p> <p>See Exclusions at SFIP Section V.C.</p>
<p>B. The following are the other key definitions we use in this policy:</p>	
<p>1. <b>Act</b></p> <p>The National Flood Insurance Act of 1968 and any amendments to it.</p>	<p>Refer to policy language.</p>
<p>2. <b>Actual Cash Value</b></p>	<p>Actual cash value is the cost to replace a building, a building item, or a personal</p>

II. Definitions	
Policy Language	Additional Explanation
<p>The cost to replace an insured item of property at the time of loss, less the value of its physical depreciation.</p>	<p>property item, that includes all charges related to material, labor, and equipment. The unit price may include charges such as delivery, assembly, sales tax, and any applicable overhead and profit, and the like, less applicable depreciation on all components of such price.</p>
<p><b>3. Application</b></p> <p>The statement made and signed by you or your agent in applying for this policy. The application gives information we use to determine the eligibility of the risk, the kind of policy to be issued, and the correct premium payment. The application is part of this flood insurance policy. For us to issue you a policy, the correct premium payment must accompany the application.</p>	<p>The statement made and signed by the prospective policyholder or the agent when applying for a policy. The application contains information including the property description, information to determine eligibility, the policy form, selected coverage and limits, deductible, and the premium amount.</p>
<p><b>4. Base Flood</b></p> <p>A flood having a one percent chance of being equaled or exceeded in any given year.</p>	<p>Refer to policy language.</p>
<p><b>5. Basement</b></p> <p>Any area of the building, including any sunken room or sunken portion of a room, having its floor below ground level (subgrade) on all sides.</p>	<p>The SFIP definition for a basement means the floor level of a room, or any area of a floor level in a building is below the ground level on all sides. This definition may differ from what policyholders may consider their “basement”. The SFIP considers a sunken room or sunken portion of a room to be a basement if the floor level is below the ground level on all sides. The entire below-ground-floor-level area, including walls and the ceiling, is subject to basement coverage limitations.</p> <p style="text-align: center;"><b>Figure 2. Sunken Room</b></p> 

## II. Definitions

### Policy Language

### Additional Explanation

Ground level is the surface of the ground immediately along the perimeter of the building. If an exterior area of egress into the building is below the ground level on all sides, installed over a subgrade, the area of egress is below ground level.

**Figure 3. Ground Level vs. Below Ground Level**



## II. Definitions

Policy Language

Additional Explanation

**Figure 4. Egress**



Basement with below ground level egress

A subgrade is a surface of earth leveled off to receive a foundation such as a concrete slab of a building.

The insurer may need to engage a qualified professional (e.g., surveyor) to measure the floor level in question. See [Section 2](#) of this manual.

Sump wells and elevator pits are not basements because they are not a floor level.

### 6. Building

- a. A structure with two or more outside rigid walls and a fully secured roof, that is affixed to a permanent site;
- b. A manufactured home (a “manufactured home,” also known as a mobile home, is a structure: built on a permanent chassis, transported to its site in one or more sections, and affixed to a permanent foundation); or
- c. A travel trailer without wheels, built on a chassis and affixed to a permanent foundation, that is regulated under the community’s floodplain management and building ordinances or laws.

The SFIP covers a building, manufactured home (mobile home), or travel trailer, if located at the described location as shown on the Declaration Page. The policy insures only one building.

The SFIP requires a building to be affixed to a permanent site, whereas it requires a manufactured home and a travel trailer to be affixed to a permanent foundation.

A building is not a gas or liquid storage tank, nor is it a travel trailer (recreational vehicle) with attached wheels.

Apply the same rules to determine building and contents coverage with a storage or shipping container, if it is used as a shed/storage building or residence, as you would a manufactured home or travel trailer.

II. Definitions	
Policy Language	Additional Explanation
<p><b>7. Cancellation</b></p> <p>The ending of the insurance coverage provided by this policy before the expiration date.</p>	<p>The NFIP <a href="#">Flood Insurance Manual</a> provides a list for all valid policy cancellation reasons.</p> <p>The expiration date is the ending of the policy term, the period of coverage provided by the insurance policy.</p> <p>The SFIP is for a one-year term.</p>
<p><b>8. Condominium</b></p> <p>That form of ownership of real property in which each unit owner has an undivided interest in common elements.</p>	<p>Refer to policy language.</p>
<p><b>9. Condominium Association</b></p> <p>The entity made up of the unit owners responsible for the maintenance and operation of:</p> <ol style="list-style-type: none"> <li>a. Common elements owned in undivided shares by unit owners; and</li> <li>b. Other real property in which the unit owners have use rights; where membership in the entity is a required condition of unit ownership.</li> </ol>	<p>A unit must be part of a condominium governed by a condominium association in order for a unit owner to have coverage eligibility under the Dwelling Form.</p> <p>Homeowners' associations, townhome associations, and cooperatives, and the like are not condominium associations.</p>
<p><b>10. Declarations Page</b></p> <p>A computer-generated summary of information you provided in the application for insurance. The Declarations Page also describes the term of the policy, limits of coverage, and displays the premium and our name. The Declarations Page is a part of this flood insurance policy.</p>	<p>Refer to policy language.</p>
<p><b>11. Described Location</b></p> <p>The location where the insured building(s) or personal property are found. The described location is shown on the Declarations Page.</p>	<p>Refer to policy language.</p>
<p><b>12. Direct Physical Loss By or From Flood</b></p> <p>Loss or damage to insured property, directly caused by a flood. There must be evidence of physical changes to the property.</p>	<p>The SFIP only pays for damage caused by direct physical loss by or from flood, as defined by the SFIP. Direct physical loss means flood must physically contact the insured property and there must be evidence of physical change by or from flooding to the insured building or to insured personal property.</p>

II. Definitions	
Policy Language	Additional Explanation
<p>.....</p>	<p>Several SFIP provisions, each with its own criteria, address specific situations where the condition of direct physical loss by or from flood occurs despite an exclusion that would suggest otherwise. In these specific situations, listed below, the insurer must thoroughly document the presence of the relevant criteria in the claim file for coverage and payment:</p> <ul style="list-style-type: none"> <li>Losses from mudflow and collapse or subsidence of land as a result of erosion specifically covered under the SFIP definition of flood (see SFIP Section V.C., as well as II.A.1.c and II.A.2)</li> <li>Back up of water and water-borne material through sewers or drains, where a flood is the proximate cause of the sewer or drain backup (see SFIP Section V.D.5.a.)</li> <li>Discharge or overflow from a sump, sump pump, or related equipment, where a flood is the proximate cause of the sump pump discharge or overflow (see SFIP Section V.D.5.b.)</li> <li>Seepage or leakage on or through the insured building, where a flood is the proximate cause of the seepage of water (see SFIP Section V.D.5.c.)</li> <li>Pressure or weight of water, where a flood is the proximate cause of the damage from the pressure or weight of water (see SFIP Section V.D.6.)</li> </ul>
<p><b>13. Dwelling</b></p> <p>A building designed for use as a residence for no more than four families or a single-family unit in a building under a condominium form of ownership.</p>	<p>Refer to policy language.</p>
<p><b>14. Elevated Building</b></p> <p>A building that has no basement and that has its lowest elevated floor raised above ground level by foundation walls, shear walls, posts, piers, pilings, or columns.</p>	<p>For more information about elevated buildings, see Section 2 of this manual, <a href="#">Lowest Floor Elevation</a>.</p>
<p><b>15. Emergency Program</b></p> <p>The initial phase of a community’s participation in the National Flood Insurance Program. During this phase, only limited amounts of insurance are available under the Act.</p>	<p>Refer to policy language.</p>

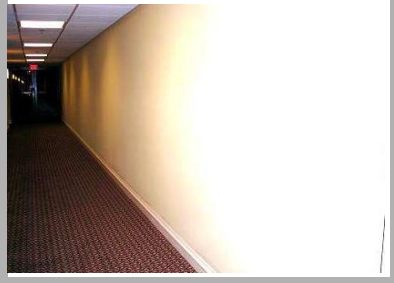
II. Definitions	
Policy Language	Additional Explanation
<p><b>16. Expense Constant</b></p> <p>A flat charge you must pay on each new or renewal policy to defray the expenses of the Federal Government related to flood insurance.</p>	<p>There is no longer an Expense Constant charge. There is the surcharge imposed by Section 1308 the Homeowner Flood Insurance Affordability Act of 2014 (HFIAA).</p>
<p><b>17. Federal Policy Fee</b></p> <p>A flat charge you must pay on each new or renewal policy to defray certain administrative expenses incurred in carrying out the National Flood Insurance Program. This fee covers expenses not covered by the Expense Constant.</p>	<p>Refer to policy language.</p>
<p><b>18. Improvements</b></p> <p>Fixtures, alterations, installations, or additions comprising a part of the insured dwelling or the apartment in which you reside.</p>	<p>Refer to policy language.</p>
<p><b>19. Mudflow</b></p> <p>A river of liquid and flowing mud on the surface of normally dry land areas, as when earth is carried by a current of water. Other earth movements, such as landslide, slope failure, or a saturated soil mass moving by liquidity down a slope, are not mudflows.</p>	<p>A mudflow is liquefied soil flowing in a manner akin to water flowing, which causes damage in a manner similar to moving water.</p>
<p><b>20. National Flood Insurance Program (NFIP)</b></p> <p>The program of flood insurance coverage and floodplain management administered under the Act and applicable Federal regulations in Title 44 of the Code of Federal Regulations, Subchapter B.</p>	<p>Refer to policy language.</p>
<p><b>21. Policy</b></p> <p>The entire written contract between you and us. It includes:</p> <ol style="list-style-type: none"> <li>a. This printed form;</li> <li>b. The application and Declarations Page;</li> <li>c. Any endorsement(s) that may be issued; and</li> </ol>	<p>Refer to policy language.</p>

II. Definitions	
Policy Language	Additional Explanation
<p>d. Any renewal certificate indicating that coverage has been instituted for a new policy and new policy term.</p> <p>Only one dwelling, which you specifically described in the application, may be insured under this policy.</p>	
<p><b>22. Pollutants</b></p> <p>Substances that include, but are not limited to, any solid, liquid, gaseous, or thermal irritant or contaminant, including smoke, vapor, soot, fumes, acids, alkalis, chemicals, and waste. “Waste” includes, but is not limited to, materials to be recycled, reconditioned, or reclaimed.</p>	<p>Testing for or monitoring of pollutants is not covered unless required by law. See Section V.F. of the SFIP.</p>
<p><b>23. Post-FIRM Building</b></p> <p>A building for which construction or substantial improvement occurred after December 31, 1974, or on or after the effective date of an initial Flood Insurance Rate Map (FIRM), whichever is later.</p>	<p>Start of construction or substantial improvement after December 31, 1974, or on or after the issuance of the community’s initial Flood Insurance Rate Map (FIRM), whichever is later. Note: A pre-FIRM building is a building constructed or substantially improved on or before December 31, 1974, or prior to the effective date of the community’s initial FIRM, whichever is later.</p>
<p><b>24. Probation Premium</b></p> <p>A flat charge you must pay on each new or renewal policy issued covering property in a community the NFIP has placed on probation under the provisions of 44 CFR 59.24.</p>	<p>Refer to policy language.</p>
<p><b>25. Regular Program</b></p> <p>The final phase of a community’s participation in the National Flood Insurance Program. In this phase, a Flood Insurance Rate Map is in effect and full limits of coverage are available under the Act.</p>	<p>Refer to policy language.</p>
<p><b>26. Special Flood Hazard Area</b></p> <p>An area having special flood or mudflow, and/or flood-related erosion hazards, and shown on a Flood Hazard Boundary Map or Flood Insurance Rate Map as Zone A, AO, A1–A30, AE, A99, AH, AR, AR/A, AR/AE, AR/AH, AR/AO, AR/A1–A30, V1–V30, VE, or V.</p>	<p>All zones listed are SFHAs. However, the post-FIRM elevated building coverage limitations apply only to Zones A1–A30, AE, AH, AR, AR/A, AR/AE, AR/AH, AR/A1–A30, V1–V30, and VE.</p>



II. Definitions	
Policy Language	Additional Explanation
<p><b>27. Unit</b></p> <p>A single-family unit you own in a condominium building.</p>	<p>Refer to policy language.</p>
<p><b>28. Valued Policy</b></p> <p>A policy in which the insured and the insurer agree on the value of the property insured, that value being payable in the event of a total loss. The Standard Flood Insurance Policy is not a valued policy.</p>	<p>The SFIP is not a valued policy. A valued policy is a policy where the policyholder and insurer agree on the dollar value of the property at the time a policy is placed. In the event of a total loss, a valued policy pays the agreed dollar value of coverage, without the policyholder proving the value of the loss.</p>

III. Property Covered	
Policy Language	Additional Explanation
<p>A. Coverage A—Building Property</p> <p>We insure against direct physical loss by or from flood to:</p>	
<p>1. The dwelling at the described location, or for a period of 45 days at another location as set forth in III.C.2.b., Property Removed to Safety.</p>	<p>Refer to policy language.</p>
<p>2. Additions and extensions attached to and in contact with the dwelling by means of a rigid exterior wall, a solid load-bearing interior wall, a stairway, an elevated walkway, or a roof. At your option, additions and extensions connected by any of these methods may be separately insured. Additions and extensions attached to and in contact with the building by means of a common interior wall that is not a solid load-bearing wall are always considered part of the dwelling and cannot be separately insured.</p>	<p>A property owner has the option to separately insure an addition under its own SFIP if the addition, considered by itself, meets the definition of a building at SFIP II.B.6. Otherwise, the Dwelling Form covers an addition or extension as part of the building.</p> <p><b>Figure 5. Examples of additions and extensions and the five means of connection</b></p>

III. Property Covered	
Policy Language	Additional Explanation
	
<p>3. A detached garage at the described location. Coverage is limited to no more than 10% of the limit of liability on the dwelling. Use of this insurance is at your option but reduces the building limit of liability. We do not cover any detached garage used or held for use for residential (i.e., dwelling), business, or farming purposes.</p>	<p>The SFIP covers a single detached garage up to 10 percent of the dwelling liability. Any payment for damage to a detached garage reduces the insured dwelling’s available coverage.</p> <p>The garage must meet the definition of a building (SFIP Section II.B.6) and have a garage door or opening large enough to accommodate an entire automobile within the building.</p> <p>The Dwelling Form does not cover a detached garage if the policyholder uses or holds it for residential, business, or farming purposes. A policyholder may purchase a separate General Property policy to cover a garage used for these purposes.</p> <p>The term “residential” means used as a residence, dwelling place, domicile, or providing living accommodations. There must be evidence of the capability for an individual to live in the building overnight or longer. The presence of household property, installed kitchen appliances, HVAC equipment, sink, bathroom, exercise room, hobby room, or workshop do not necessarily disqualify a detached garage from coverage under this provision. This provision disqualifies a detached garage used entirely or partly as or held for sleeping space.</p>
<p>4. Materials and supplies to be used for construction, alteration, or repair of the dwelling or a detached garage while the materials and supplies are stored in a fully enclosed building at the described location or on an adjacent property.</p>	<p>Refer to policy language.</p>

III. Property Covered	
Policy Language	Additional Explanation
<p>5. A building under construction, alteration, or repair at the described location.</p> <p>a. If the structure is not yet walled or roofed as described in the definition for building (see II.B. 6.a.). The coverage applies:</p> <ol style="list-style-type: none"> <li>(1) Only while such work is in progress; or</li> <li>(2) If such work is halted, for a period of up to 90 continuous days thereafter.</li> </ol> <p>b. However, coverage does not apply until the building is walled and roofed if the lowest floor, including the basement floor, of a non-elevated building or the lowest elevated floor of an elevated building is:</p> <ol style="list-style-type: none"> <li>(1) Below the base flood elevation in Zones AH, AE, A1–A30, AR, AR/AE, AR/ AH, AR/A1–A30, AR/A, AR/ AO; or</li> <li>(2) Below the base flood elevation adjusted to include the effect of wave action in Zones VE or V1–V30.</li> </ol> <p>The lowest floor levels are based on the bottom of the lowest horizontal structural member of the floor in Zones VE or V1–V30 and the top of the floor in Zones AH, AE, A1–A30, AR, AR/AE, AR/AH, AR/A1–A30, AR/A, AR/AO.</p>	<p>The SFIP only covers buildings under construction affixed to a permanent site. For example, NFIP does not cover a building elevated on temporary cribbing and not affixed to a permanent site.</p> <p>The SFIP covers building materials and supplies for the insured building under construction stored in an eligible detached garage under Coverage A, up to building policy limits per Section III.A.4.</p> <p>The deductible is double the applicable deductible for buildings under construction, alteration, or repair. See Dwelling Form – Section VI. Deductibles.</p> <p>The SFIP does not cover a building under construction if work stops for 90 continuous days. Coverage resumes when work resumes.</p> <p>The SFIP does not cover a post-FIRM building under construction before it is walled and roofed when the basement floor or the lowest elevated floor is:</p> <p style="padding-left: 40px;">Below Base Flood Elevation (BFE) in Zones AH, AE, A1–A30, AR, AR/AE, AR/AH, AR/A1–A30, AR/A, or AR/AO.</p> <p style="padding-left: 40px;">Below the BFE adjusted for wave action in Zones VE or V1–V30.</p> <p>The SFIP does not cover tools for construction, such as forms, cribbing, power tools, etc.</p> <p><a href="#">Figure 6</a> and <a href="#">Figure 7</a> show a dwelling elevated but temporarily supported on cribbing. The structure becomes eligible for SFIP coverage once it is affixed to a permanent site as shown in <a href="#">Figure 8</a>.</p>

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**Figure 6. Building in Process of Elevating**



**Figure 7. Temporary Cribbing**



**Figure 8. Building Affixed to a Permanent Site**



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<p>6. A manufactured home or a travel trailer as described in the Definitions section (see II.B.6.b. and II.B.6.c.). If the manufactured home or travel trailer is in a special flood hazard area, it must be anchored in the following manner at the time of the loss:</p> <ul style="list-style-type: none"> <li>a. By over-the-top or frame ties to ground anchors; or</li> <li>b. In accordance with the manufacturer’s specifications; or</li> <li>c. In compliance with the community’s floodplain management requirements unless it has been continuously insured by the NFIP at the same described location since September 30, 1982.</li> </ul>	<p>A manufactured (mobile) home is a structure built on a permanent chassis, transported to its site in one or more sections, and affixed to a permanent foundation. It can be a travel trailer without wheels, built on a chassis, affixed to a permanent foundation that a community regulates under its floodplain management and building ordinances. The term “manufactured home” does not include a “recreational vehicle.”</p> <p>For the SFIP to insure a manufactured home, the owner must affix it to a permanent foundation. A permanent foundation for a manufactured home may be a poured masonry slab, foundation walls, piers, or block supports. The foundation, not the wheels and or the axles, must support all of the weight of the manufactured (mobile) home.</p> <p>If the mobile home is in a Special Flood Hazard Area (SFHA), the owner must anchor it to a permanent foundation to resist flotation, collapse, or lateral movement by:</p> <ul style="list-style-type: none"> <li>Providing over-the-top or frame ties to ground anchors.</li> <li>Following the manufacturer’s specification for anchoring.</li> <li>Complying with the community’s floodplain management requirements.</li> </ul>
<p>7. The following items of property, which are covered under Coverage A only:</p> <ul style="list-style-type: none"> <li>a. Awnings and canopies;</li> <li>b. Blinds;</li> <li>c. Built-in dishwashers;</li> <li>d. Built-in microwave ovens;</li> <li>e. Carpet permanently installed over unfinished flooring;</li> <li>f. Central air conditioners;</li> <li>g. Elevator equipment;</li> <li>h. Fire sprinkler systems;</li> <li>i. Walk-in freezers;</li> <li>j. Furnaces and radiators;</li> <li>k. Garbage disposal units;</li> <li>l. Hot water heaters, including solar water heaters;</li> <li>m. Light fixtures;</li> </ul>	<p>Blinds include vertical and horizontal types.</p> <p>Central air conditioners include related built-in equipment for dehumidification, air filtering, and ventilation.</p> <p>Walk-in freezers and coolers must be permanently installed or built-in.</p> <p>Furnaces and radiators include heat pumps, boilers, and related installed equipment for humidification, air filtering, and ventilation.</p> <p>Ranges, cooking stoves, ovens include cooktops, range hoods, and built-in cooking exhaust apparatuses.</p> <p>Refrigerators include wine coolers, and other major appliances that refrigerate.</p>

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<ul style="list-style-type: none"> <li>n. Outdoor antennas and aerials fastened to buildings;</li> <li>o. Permanently installed cupboards, bookcases, cabinets, paneling, and wallpaper;</li> <li>p. Plumbing fixtures;</li> <li>q. Pumps and machinery for operating pumps;</li> <li>r. Ranges, cooking stoves, and ovens;</li> <li>s. Refrigerators; and,</li> <li>t. Walls and mirrors, permanently installed.</li> </ul>	
<p>8. Items of property in a building enclosure below the lowest elevated floor of an elevated post-FIRM building located in Zones A1-A30, AE, AH, AR, AR/A, AR/AE, AR/AH, AR/A1-A30, V1-V30, or VE, or in a basement, regardless of the zone. Coverage is limited to the following:</p> <ul style="list-style-type: none"> <li>a. Any of the following items, if installed in their functioning locations and, if necessary for operation, connected to a power source:                             <ul style="list-style-type: none"> <li>(1) Central air conditioners;</li> <li>(2) Cisterns and the water in them;</li> <li>(3) Drywall for walls and ceilings in a basement and the cost of labor to nail it, unfinished and unfloated and not taped, to the framing;</li> </ul> </li> </ul>	<p>The SFIP does not cover items that are not listed under this provision that are installed or located either in a basement or below the lowest elevated floor of a post-FIRM building in an SFHA, interior or exterior.</p> <p>This post-FIRM elevated building limitation does not apply to SFHA Zones A, AO, A99, AR/AO, V, and VO. Basement limitations apply in all zones.</p>
<ul style="list-style-type: none"> <li>(1) Central air conditioners;</li> </ul>	<p>Central air conditioners include related built-in equipment for dehumidification, air filtering, and ventilation.</p>
<ul style="list-style-type: none"> <li>(2) Cisterns and the water in them;</li> </ul>	<p>Refer to policy language.</p>
<ul style="list-style-type: none"> <li>(3) Drywall for walls and ceilings in a basement and the cost of labor to nail it, unfinished and unfloated and not taped, to the framing;</li> </ul>	<p>Unfinished, unfloated, and not taped drywall installed anywhere in a basement. The SFIP will also pay for unfinished, unfloated, and not taped drywall in lieu of paneling or any finished wall treatment. The SFIP does not cover interior framed walls or interior partition walls.</p> <p>For an elevated building located in an SFHA, full coverage begins at the lowest elevated floor. This is the lowest floor raised above ground, even if the pilings extend beyond it (see <a href="#">Lowest Elevated Floor Determination</a>, in Section 2 this manual). Items of property that include but not limited to, garage doors, exterior doors, windows, and drywall that originate below the lowest elevated floor is subject to the post firm limitations and excluded.</p> <p>The SFIP does not cover items, interior or exterior, located below the lowest elevated</p>

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	floor of a post-FIRM elevated building.
<p>(4) Electrical junction and circuit breaker boxes;</p> <p>(5) Electrical outlets and switches;</p>	<p>Electrical junction and circuit breaker boxes include a junction box, which serves as an unfinished basic light fixture. See <a href="#">Figure 9</a> below. The SFIP does not cover finished lighting, which is an improvement as defined in Section II.B.18, of the SFIP.</p> <p style="text-align: center;"><b>Figure 9. Unfinished Basic Light Fixture</b></p>
<p>(6) Elevators, dumbwaiters, and related equipment, except for related equipment installed below the base flood elevation after September 30, 1987;</p>	<p>For elevators and dumbwaiters installed below the BFE after September 30, 1987, coverage is limited to the cab and the included controls installed on or in the cab. Related equipment is everything except the cab and the included controls, and is not covered.</p>
<p>(7) Fuel tanks and the fuel in them;</p>	<p>Fuel tanks and the fuel in them include a connected fuel gauge or fuel filter.</p>
<p>(8) Furnaces and hot water heaters;</p>	<p>Furnaces and hot water heaters include boilers and permanently installed equipment for humidification, air filtering, and ventilation. This includes those portions of the central HVAC in a building enclosure below the LFE or basement, including boilers and connected radiators and hot water baseboards. This does not include electric baseboard heaters whether hardwired to the electrical system or not.</p>
<p>(9) Heat pumps</p>	<p>Heat pumps and other central HVAC units permanently installed equipment related to humidification, dehumidification, air filtering, and ventilation.</p>
<p>(10) Nonflammable insulation in a basement;</p>	<p>Nonflammable insulation in a basement includes:</p> <ul style="list-style-type: none"> <li>Nonflammable insulation in walls and ceilings.</li> <li>Nonflammable insulation installed between joists within the lowest elevated</li> </ul>



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	<p>floor and unfinished protective weather barriers affixed to floor joists.</p> <p>The SFIP does not cover unattached protective barriers located in a crawlspace and subject to basement or post-FIRM coverage limitations.</p>
(11) Pumps and tanks used in solar energy systems;	Refer to policy language
(12) Stairways and staircases attached to the building, not separated from it by elevated walkways;	Stairways and staircases attached to the building, not separated from it by elevated walkways, includes an exterior staircase into a basement that is part of the building and enclosed by an addition defined under SFIP Section III.A.2. The SFIP does not cover the basement exterior egress staircase located outside of the perimeter building walls, even if covered by a roof or door. See SFIP Section IV.9.
(13) Sump pumps;	Refer to policy language.
(14) Water softeners and the chemicals in them, water filters, and faucets installed as an integral part of the plumbing system;	
(15) Well water tanks and pumps;	Well water tanks and pumps include the pressure switch, pressure valve, and gauge.
(16) Required utility connections for any item in this list; and	Refer to policy language.
(17) Footings, foundations, posts, pilings, piers, or other foundation walls and anchorage systems required to support a building.	<p>Footings, foundations, posts, pilings, piers, or other foundation walls and anchorage systems required to support a building:</p> <p>Include windows and doors installed in the perimeter foundation walls of an SFIP-defined basement area, i.e., garage door or sliding glass door.</p> <p>Include vents installed in the foundation wall of a post-FIRM elevated building</p> <p>Does not include screen or storm doors, or a door covering or enclosing an exterior egress in a basement, such as a Bilco™ door.</p>
b. Clean-up.	<p>Clean-up includes:</p> <ul style="list-style-type: none"> <li>Pumping out trapped floodwater</li> <li>Labor to remove or extract spent cleaning solutions</li> <li>Treatment for mold and mildew</li> </ul>

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<p>.....</p>	<p>Structural drying of salvageable interior foundation elements</p> <p>The SFIP does not cover clean-up of an item or property located in areas subject to basement and post-FIRM coverage limitations – that is, the property must itself be covered under SFIP Section III(A)(8) –or for items or loss otherwise excluded under this policy.</p> <p>Clean-up is not debris removal. See SFIP Section III.C.1 for Debris Removal.</p>
<p><b>B. Coverage B—Personal Property</b></p>	
<p><b>1.</b> If you have purchased personal property coverage, we insure against direct physical loss by or from flood to personal property inside a building at the described location, if:</p> <ul style="list-style-type: none"> <li><b>a.</b> The property is owned by you or your household familymembers; and</li> <li><b>b.</b> At your option, the property is owned by guests or servants.</li> </ul> <p>Personal property is also covered for a period of 45 days at another location as set forth in III.C.2.b., Property Removed to Safety.</p> <p>Personal property in a building that is not fully enclosed must be secured to prevent flotation out of the building. If the personal property does float out during a flood, it will be conclusively presumed that it was not reasonably secured. In that case there is no coverage for such property.</p>	<p>The personal property may be inside any SFIP-defined building, at the described location.</p> <p>The SFIP does not cover personal property that floats out of a partially enclosed building.</p> <p>See SFIP Section III.C.2.b. for Property Removed to Safety.</p>
<p><b>2.</b> Coverage for personal property includes the following property, subject to B.1. above, which is covered under Coverage B only:</p> <ul style="list-style-type: none"> <li><b>a.</b> Air conditioning units, portable or window type;</li> <li><b>b.</b> Carpets, not permanently installed, over unfinished flooring;</li> <li><b>c.</b> Carpets over finished flooring;</li> <li><b>d.</b> Clothes washers and dryers;</li> <li><b>e.</b> “Cook-out” grills;</li> <li><b>f.</b> Food freezers, other than walk-in, and food in any freezer; and</li> <li><b>g.</b> Portable microwave ovens and portable dishwashers.</li> </ul>	<p>Coverage A – Building Property covers through-the-wall air conditioning units that are permanently installed.</p> <p>Clothes washers and dryers including the dryer exhaust vent kit.</p> <p>Coverage B applies to food freezers only. NFIP considers an appliance that both refrigerates and freezes as a refrigerator and covers it under Coverage A – Building Property.</p>

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<p>3. Coverage for items of property in a building enclosure below the lowest elevated floor of an elevated post-FIRM building located in Zones A1–A30, AE, AH, AR, AR/A, AR/AE, AR/AH, AR/A1–A30, V1–V30, or VE, or in a basement, regardless of the zone, is limited to the following items, if installed in their functioning locations and, if necessary for operation, connected to a power source:</p> <ul style="list-style-type: none"> <li>a. Air conditioning units, portable or window type;</li> <li>b. Clothes washers and dryers; and</li> <li>c. Food freezers, other than walk-in, and food in any freezer.</li> </ul>	<p>Coverage A – Building Property covers through-the-wall air conditioning units that are permanently installed. Clothes washers and dryers include a dryer exhaust vent kit. Coverage B applies to food freezers only. NFIP considers an appliance that both refrigerates and freezes as a refrigerator and covers it under Coverage A – Building Property.</p> <p>This provision does not apply to Zones A, AO, A99, AR/AO, V, and VO.</p>
<p>4. If you are a tenant and have insured personal property under Coverage B in this policy, we will cover such property, including your cooking stove or range and refrigerator. The policy will also cover improvements made or acquired solely at your expense in the dwelling or apartment in which you reside, but for not more than 10% of the limit of liability shown for personal property on the Declarations Page. Use of this insurance is at your option but reduces the personal property limit of liability.</p>	<p>The SFIP considers tenant-owned appliances such as refrigerators, stoves, and ovens as personal property, not as building improvements, therefore they are not subject to the 10 percent building improvements limitation.</p>
<p>5. If you are the owner of a unit and have insured personal property under Coverage B in this policy, we will also cover your interior walls, floor, and ceiling (not otherwise covered under a flood insurance policy purchased by your condominium association) for not more than 10% of the limit of liability shown for personal property on the Declarations Page. Use of this insurance is at your option but reduces the personal property limit of liability.</p>	<p>This provision applies only to a condominium unit owner, who purchased Coverage B – Personal Property under the Dwelling Form. This provision does not provide coverage for loss assessments charged to the unit owner by a condominium association and does not require an assessment to trigger coverage (see SFIP Section III.C.3. Condominium Loss Assessments). This provision is comparable to the provision that provides coverage to a tenant’s betterments and improvements to the building.</p> <p>The RCBAP is the primary insurance coverage. The RCBAP pays for flood damage to interior walls, floors, and ceilings within the unit when the unit owner is responsible for those items of property.</p> <p>The Condominium Association’s bylaws or articles of incorporation detail the unit owner’s responsibility if there is no RCBAP or if there is no remaining RCBAP building coverage because of coinsurance provisions. For example, when an Association purchases RCBAP coverage to 80 percent of the full replacement cost of the condominium building, no coinsurance applies. If the damages exceed the coverage purchased, this provision provides coverage to the unit owner of up to 10 percent of</p>

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<p>.....</p>	<p>the amount of coverage purchased under Coverage B – Personal Property. This provision allows coverage for damages to building property (interior walls, floors, and ceilings) within the unit not to exceed 10 percent of the Coverage B limits of liability even when the unit owner has not purchased coverage under Coverage A – Building Property.</p> <p>A payment made under this provision is not an additional amount of insurance and reduces the Coverage B limit available to pay for personal property (contents) damages.</p> <p>Claims professionals must coordinate the RCBAP claim and the unit-owner claim under the Dwelling Form to prevent payment in excess of both:</p> <p style="padding-left: 40px;">The maximum insurance available that can be paid for the condominium building, which is \$250,000 times the number of units, and</p> <p style="padding-left: 40px;">The maximum insurance available for a single-family residence, including a unit in a condominium, which is \$250,000.</p>
<p>6. Special Limits. We will pay no more than \$2,500 for any one loss to one or more of the following kinds of personal property:</p> <ul style="list-style-type: none"> <li>a. Artwork, photographs, collectibles, or memorabilia, including but not limited to, porcelain or other figures, and sports cards;</li> <li>b. Rare books or autographed items;</li> <li>c. Jewelry, watches, precious and semi-precious stones, or articles of gold, silver, or platinum;</li> <li>d. Furs or any article containing fur which represents its principal value; or</li> <li>e. Personal property used in any business.</li> </ul>	<p>Payments for these items may not exceed \$2,500.00 in aggregate.</p>
<p>7. We will pay only for the functional value of antiques.</p>	<p>The SFIP does not value an antique based on the rarity of the item, nor does it apply depreciation based solely on age or its physical condition. The SFIP bases the value of an antique item on its functional value considering its quality. The adjuster should apply depreciation based on its restored condition at the time of the loss.</p> <p>SFIP-covered Functional value for an antique = Agreed appraised value – Intangible value – Depreciation</p>

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C. Coverage C—Other Coverages	
<p><b>1. Debris Removal</b></p> <ul style="list-style-type: none"> <li>a. We will pay the expense to remove non-owned debris that is on or in insured property and debris of insured property anywhere.</li> <li>b. If you or a member of your household perform the removal work, the value of your work will be based on the Federal minimum wage.</li> <li>c. This coverage does not increase the Coverage A or Coverage B limit of liability.</li> </ul>	<p>As an example, a 400-year-old fully restored chair formerly owned by a historical figure is appraised by a certified industry professional at \$25,000. The chair has seen general usage for 3-years after its restoration date. Applying judgment, a new chair with the same or similar functional design, material quality, and craftsmanship is comparably worth \$3500. Less 3 percent depreciation, the SFIP would pay the functional value of \$3,395, as functional value must also take into account depreciation.</p> <p>Insured property means the insured dwelling, and SFIP-eligible detached garage, and covered personal property.</p> <p>The SFIP does not pay for removal of:</p> <ul style="list-style-type: none"> <li>Non-covered debris anywhere, such as a non-covered damaged property or debris located in the yard, driveway, or on another parcel of land.</li> <li>Non-covered items of property even if the removal of the item facilitates cleanup or covered building repairs, such as the removal of carpet installed inside a basement, or the removal of plants, shrubs or trees along the perimeter of the building to access foundation or siding repairs.</li> </ul> <p>See <a href="#">Debris Removal</a> in Section 2 of this manual.</p>
<p><b>2. Loss Avoidance Measures</b></p> <ul style="list-style-type: none"> <li>a. Sandbags, Supplies, and Labor                             <ul style="list-style-type: none"> <li>(1) We will pay up to \$1,000 for costs you incur to protect the insured building from a flood or imminent danger of flood, for the following:                                     <ul style="list-style-type: none"> <li>(a) Your reasonable expenses to buy:   <ul style="list-style-type: none"> <li>(i) Sandbags, including sand to fill them;</li> <li>(ii) Fill for temporary levees;</li> <li>(iii) Pumps; and</li> <li>(iv) Plastic sheeting and lumber used in connection with</li> </ul> </li> </ul> </li> </ul> </li> </ul>	<p>The SFIP only covers those items specifically noted. The policyholder must provide receipts for covered materials they purchased. Additionally, the NFIP reimburses the policyholder and members of the policyholder’s household labor at the Federal minimum wage at the time of the loss.</p> <p>Water-filled bladders, as shown in <a href="#">Figure 10</a>, are considered a temporary levee for the purposes of loss avoidance coverage. However, because these are reusable, the SFIP will pay the cost to purchase the bladder once, but only when the initial purchase is in connection to the claimed flood event. After that event, any future claim for loss avoidance here is limited to the labor and fill material.</p>

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<p>these items.</p> <p>(b) The value of work, at the Federal minimum wage, that you or a member of your household perform.</p> <p>(2) This coverage for Sandbags, Supplies and Labor only applies if damage to insured property by or from flood is imminent and the threat of flood damage is apparent enough to lead a person of common prudence to anticipate flood damage. One of the following must also occur:</p> <p>(a) A general and temporary condition of flooding in the area near the described location must occur, even if the flood does not reach the insured building; or</p> <p>(b) A legally authorized official must issue an evacuation order or other civil order for the community in which the insured building is located calling for measures to preserve life and property from the peril of flood.</p> <p>This coverage does not increase the Coverage A or Coverage B limit of liability.</p>	<p style="text-align: center;"><b>Figure 10. Water-filled Bladder</b></p> 
<p>b. Property Removed to Safety</p> <p>(1) We will pay up to \$1,000 for the reasonable expenses you incur to move insured property to a place other than the described location that contains the property in order to protect it from flood or the imminent danger of flood.</p> <p>Reasonable expenses include the value of work, at the Federal minimum wage, you or a member of your household perform.</p> <p>(2) If you move insured property to a location other than the described location that contains the property, in order to protect it from flood or the imminent danger of flood, we will cover such property while at that location for a period of 45 consecutive days from the date you begin to move it there. The personal property that is moved must be placed in a fully</p>	<p>The SFIP coverage of “reasonable expenses” under this provision is limited to the policyholder’s removal, storage, and return of covered building and personal property to the location described on the declarations page. The insurer may reimburse the policyholder for related expenses for labor of the policyholder and family members at Federal minimum wage, and incurred transportation and storage costs. The policyholder must itemize and support these expenses with valid proof of payment. Coverage here is limited only to the length of time that a flood or the imminent danger of flood exists. Payment under this provision does not increase Coverage A – Building Property or Coverage B – Personal Property limits of liability.</p> <p>The SFIP will cover from the peril of flood, the property relocated to another location for a period of 45 consecutive days from the date the policyholder began to move the property. If the policyholder does not place the property in a fully enclosed building, the property must be secured to prevent flotation out of the building. If the property floats out or away from the structure used to reasonably protect the property from</p>

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<p>enclosed building or otherwise reasonably protected from the elements.</p> <p>Any property removed, including a moveable home described in II.B.6.b. and c., must be placed above ground level or outside of the special flood hazard area.</p> <p>This coverage does not increase the Coverage A or Coverage B limit of liability.</p>	<p>the elements, it will be conclusively presumed that the policyholder did not reasonably secure the property. In that case there is no coverage for the property.</p> <p>Regarding the provision “must be placed above ground level or outside of the SFHA”, the relocated site of the property must be a reasonable location to prevent loss compared to the described location. For example, where surrounding terrain is sloped, the site of the relocated property must be on a higher elevation than the floor level of the building at described location where the property was originally located; the policyholder may not relocate the property to a basement. Where the surrounding terrain is level and the site of the relocated property is considered within the same flood hazard area, the property must be placed on a floor level in the relocated building that is a higher elevation compared to the floor level in the building at the described location where the property was originally located. The property may not be relocated into a lower enclosure below an elevated floor within a post-FIRM building located in a SFHA.</p>
<p><b>3. Condominium Loss Assessments</b></p> <p>a. If this policy insures a unit, we will pay, up to the Coverage A limit of liability, your share of loss assessments charged against you by the condominium association in accordance with the condominium association’s articles of association, declarations and your deed.</p> <p>The assessment must be made as a result of direct physical loss by or from flood during the policy term, to the building’s common elements.</p>	<p>The Dwelling Form covers a Condominium Association’s loss assessments to a covered property for direct physical damage by flood. This does not include an assessment from the Condominium Association for property not covered by the SFIP, such as the cleanup of debris, sand, landscape lighting, repairs to parking lots, decks, sidewalks, pools, etc.</p>
<p>b. We will not pay any loss assessment charged against you:</p> <ol style="list-style-type: none"> <li>(1) And the condominium association by any governmental body;</li> <li>(2) That results from a deductible under the insurance purchased by the condominium association insuring common elements;</li> <li>(3) That results from a loss to personal property, including contents of a condominium building;</li> <li>(4) That results from a loss sustained by the condominium association that was not reimbursed under a flood insurance policy written in the name of the association under the Act</li> </ol>	<p>The Dwelling Form covers assessments if the Association does not have insurance for 80 percent of the RCV or the maximum insurance available for the condominium building. The Dwelling Form does not cover assessments for non-covered items.</p> <p>This provision does not increase building limits. The SFIP will not pay more than once for any building item regardless of the number of policies per separate flooding event. The total payments for an individual unit from all NFIP policies may not exceed \$250,000, the maximum insurance available for a single-family residence.</p>

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<p>because the building was not, at the time of loss, insured for an amount equal to the lesser of:</p> <ul style="list-style-type: none"> <li>(a) 80% or more of its full replacement cost; or</li> <li>(b) The maximum amount of insurance permitted under the Act;</li> </ul> <p>(5) To the extent that payment under this policy for a condominium building loss, in combination with payments under any other NFIP policies for the same building loss, exceeds the maximum amount of insurance permitted under the Act for that kind of building; or</p> <p>(6) To the extent that payment under this policy for a condominium building loss, in combination with any recovery available to you as a tenant in common under any NFIP condominium association policies for the same building loss, exceeds the amount of insurance permitted under the Act for a single-family dwelling.</p> <p>c. Loss assessment coverage does not increase the Coverage A limit of liability.</p>	
<b>D. Coverage D—Increased Cost of Compliance</b>	
<p><b>1. General</b></p> <p>This policy pays you to comply with a State or local floodplain management law or ordinance affecting repair or reconstruction of a structure suffering flood damage. Compliance activities eligible for payment are: elevation, floodproofing, relocation, or demolition (or any combination of these activities) of your structure. Eligible floodproofing activities are limited to:</p> <ul style="list-style-type: none"> <li>a. Non-residential structures.</li> <li>b. Residential structures with basements that satisfy FEMA’s standards published in the Code of Federal Regulations [44 CFR 60.6 (b) or (c)].</li> </ul>	<p>Refer to policy language.</p>
<p><b>2. Limit of Liability</b></p>	<p>All three SFIP forms provide Increased Cost of Compliance (ICC) benefits as Coverage D. ICC provides up to \$30,000 toward the cost of bringing a flood-damaged structure</p>



III. Property Covered	
Policy Language	Additional Explanation
<p>We will pay you up to \$30,000 under this Coverage D—Increased Cost of Compliance, which only applies to policies with building coverage (Coverage A). Our payment of claims under Coverage D is in addition to the amount of coverage which you selected on the application and which appears on the Declarations Page. But the maximum you can collect under this policy for both Coverage A— Building Property and Coverage D—Increased Cost of Compliance cannot exceed the maximum permitted under the Act. We do not charge a separate deductible for a claim under Coverage D.</p>	<p>into compliance with state or community floodplain management laws or ordinances governing repair or reconstruction following a flood.</p>
<p><b>3. Eligibility</b></p> <p><b>a.</b> A structure covered under Coverage A—Building Property sustaining a loss caused by a flood as defined by this policy must:</p> <p style="margin-left: 20px;">(1) Be a “repetitive loss structure.” A repetitive loss structure is one that meets the following conditions:</p> <p style="margin-left: 40px;">(a) The structure is covered by a contract of flood insurance issued under the NFIP.</p> <p style="margin-left: 40px;">(b) The structure has suffered flood damage on two occasions during a 10-year period which ends on the date of the second loss.</p> <p style="margin-left: 40px;">(c) The cost to repair the flood damage, on average, equaled or exceeded 25% of the market value of the structure at the time of each flood loss.</p> <p style="margin-left: 40px;">(d) In addition to the current claim, the NFIP must have paid the previous qualifying claim, and the State or community must have a cumulative, substantial damage provision or repetitive loss provision in its floodplain management law or ordinance being enforced against the structure; or</p> <p style="margin-left: 20px;">(2) Be a structure that has had flood damage in which the cost to repair equals or exceeds 50% of the market value of the structure at the time of the flood. The State or community must have a substantial damage provision in its floodplain</p>	<p>To be eligible for ICC, the community must declare the building substantially damaged. The amount paid for Coverage D – ICC and Coverage A – Building Property combined cannot exceed the maximum program limits of \$250,000 for the Dwelling Form.</p> <p>ICC is not available in Emergency Program communities.</p> <p>ICC is not available for:</p> <ul style="list-style-type: none"> <li>Contents-only policies.</li> <li>Group Flood Insurance policies.</li> <li>Dwelling Form policies on individual condominium units in a multi-unit building.</li> </ul> <p>In a multi-unit condominium building, ICC coverage is available through the condominium association’s flood policy. No separate deductible applies.</p> <p>ICC Claims</p> <p>The date of loss of the ICC claim is the date of loss of the underlying flood claim that triggers the requirement to comply with a community law or ordinance.</p> <p>Policyholders have up to six years from the date of the underlying flood loss to complete the eligible mitigation activity. Policyholders should know that initiating a mitigation project before receiving a substantial damage declaration from the community may jeopardize their eligibility to receive an ICC payment.</p> <p>For buildings in Zones B, C, X, D, unnumbered A and V, and A99, the adjuster must document why a building must undergo mitigation and obtain a written statement</p>

III. Property Covered	
Policy Language	Additional Explanation
<p>management law or ordinance being enforced against the structure.</p> <p>b. This Coverage D pays you to comply with State or local floodplain management laws or ordinances that meet the minimum standards of the National Flood Insurance Program found in the Code of Federal Regulations at 44 CFR 60.3. We pay for compliance activities that exceed those standards under these conditions:</p> <ul style="list-style-type: none"> <li>(1) 3.a.(1) above.</li> <li>(2) Elevation or floodproofing in any risk zone to preliminary or advisory base flood elevations provided by FEMA which the State or local government has adopted and is enforcing for flood-damaged structures in such areas. (This includes compliance activities in B, C, X, or D zones which are being changed to zones with base flood elevations. This also includes compliance activities in zones where base flood elevations are being increased, and a flood-damaged structure must comply with the higher advisory base flood elevation.) Increased Cost of Compliance coverage does not apply to situations in B, C, X, or D zones where the community has derived its own elevations and is enforcing elevation or floodproofing requirements for flood-damaged structures to elevations derived solely by the community.</li> <li>(3) Elevation or floodproofing above the base flood elevation to meet State or local “freeboard” requirements, i.e., that a structure must be elevated above the base flood elevation.</li> </ul> <p>c. Under the minimum NFIP criteria at 44 CFR 60.3 (b)(4), States and communities must require the elevation or floodproofing of structures in unnumbered A zones to the base flood elevation where elevation data is obtained from a Federal, State, or other source. Such compliance activities are also eligible for Coverage D.</p> <p>d. This coverage will also pay for the incremental cost, after demolition or relocation, of elevating or floodproofing a structure during its rebuilding at the same or another site to meet State or local</p>	<p>from the community to substantiate the ICC claim.</p> <p>For communities with a cumulative damage language in their ordinance, the building must have sustained two flood losses in 10 years, averaging 25 percent of the building’s value. The adjuster must verify that the community ordinance has such cumulative damage language and that the NFIP paid a claim for both qualifying losses.</p> <p>ICC does not pay for testing, monitoring, clean up, removal, containment, treatment, detoxification, or neutralization of pollutants even if required by community ordinance.</p> <p><b>Repetitive Loss Properties</b></p> <p>ICC is also available for repetitive loss properties. The NFIP defines a Repetitive Loss Structure as a building covered by an NFIP policy that has incurred flood-related damages on two occasions during a 10-year period ending on the date of the event for which the insured makes a second claim. The cost of repairing the flood damage, on the average, must equal or exceed 25 percent of the market value of the building at the time of each flood.</p> <p><b>Substantial Damage</b></p> <p>Insurers may only open an ICC claim when the community declares a building substantially damaged in writing. Neither FEMA nor the insurer can determine substantial damage or issue a substantial damage declaration. The community has the sole authority to determine substantial damage.</p> <p>Substantial damage can include non-covered, flood-related damage to a building due to earth movement or other code-required upgrades to a flood-damaged building’s electrical or HVAC systems if the building meets Coverage D – ICC eligibility requirements. ICC does not cover the cost to repair pre-existing damage, damage from other causes of loss such as wind or fire, betterments or improvements, remodeling, additional costs associated with structural modifications, any change in the size of the building, and other non-flood related damage. So, having more than 50 percent damage may trigger a requirement to comply with the local floodplain management ordinances, however ICC coverage does not apply unless the substantial damage is strictly from the flood.</p>



III. Property Covered	
Policy Language	Additional Explanation
<p>floodplain management laws or ordinances, subject to Exclusion D.5.g. below.</p> <p>e. This coverage will also pay to bring a flood-damaged structure into compliance with state or local floodplain management laws or ordinances even if the structure had received a variance before the present loss from the applicable floodplain management requirements.</p>	<p>See <a href="#">Section 3</a> Increased Cost of Compliance in this manual for more detail.</p>
<p><b>4. Conditions</b></p> <p>a. When a structure covered under Coverage A—Building Property sustains a loss caused by a flood, our payment for the loss under this Coverage D will be for the increased cost to elevate, floodproof, relocate, or demolish (or any combination of these activities) caused by the enforcement of current State or local floodplain management ordinances or laws. Our payment for eligible demolition activities will be for the cost to demolish and clear the site of the building debris or a portion thereof caused by the enforcement of current State or local floodplain management ordinances or laws. Eligible activities for the cost of clearing the site will include those necessary to discontinue utility service to the site and ensure proper abandonment of on-site utilities.</p> <p>b. When the building is repaired or rebuilt, it must be intended for the same occupancy as the present building unless otherwise required by current floodplain management ordinances or laws.</p>	<p>ICC pays for the following mitigation activities or combination thereof:</p> <p style="padding-left: 20px;">Floodproofing to reduce the potential for flood damage by keeping floodwater out of a building, for nonresidential structures and for certain residential structures that satisfy FEMA’s standards under 44 C.F.R. 60.6(b) or (c). Elevation to raise a building to or above the BFE plus freeboard adopted by a community, adopted Advisory Base Flood Elevations (ABFE), or the best available data provided by FEMA. Demolition when a building is in such poor condition that elevation and relocation are not technically feasible or cost effective. Relocation to move a building outside of the floodplain.</p> <p>See <a href="#">Section 3</a> Increased Cost of Compliance in this manual for more detail.</p>
<p><b>5. Exclusions</b></p> <p>Under this Coverage D - Increased Cost of Compliance, we will not pay for:</p> <p>a. The cost to comply with any floodplain management law or ordinance in communities participating in the Emergency Program.</p> <p>b. The cost associated with enforcement of any ordinance or law that requires any insured or others to test for, monitor, clean up, remove, contain, treat, detoxify or neutralize, or in any way respond to, or assess the effects of pollutants.</p>	<p>Refer to policy language.</p>

III. Property Covered	
Policy Language	Additional Explanation
<ul style="list-style-type: none"> <li>c. The loss in value to any insured building or other structure due to the requirements of any ordinance or law.</li> <li>d. The loss in residual value of the undamaged portion of a building demolished as a consequence of enforcement of any State or local floodplain management law or ordinance.</li> <li>e. Any Increased Cost of Compliance under this Coverage D:                             <ul style="list-style-type: none"> <li>(1) Until the building is elevated, floodproofed, demolished, or relocated on the same or to another premises; and</li> <li>(2) Unless the building is elevated, floodproofed, demolished, or relocated as soon as reasonably possible after the loss, not to exceed two years.</li> </ul> </li> <li>f. Any code upgrade requirements, e.g., plumbing or electrical wiring, not specifically related to the State or local floodplain management law or ordinance.</li> <li>g. Any compliance activities needed to bring additions or improvements made after the loss occurred into compliance with State or local floodplain management laws or ordinances.</li> <li>h. Loss due to any ordinance or law that you were required to comply with before the current loss.</li> <li>i. Any rebuilding activity to standards that do not meet the NFIP’s minimum requirements. This includes any situation where the insured has received from the State or community a variance in connection with the current flood loss to rebuild the property to an elevation below the base flood elevation.</li> <li>j. Increased Cost of Compliance for a garage or carport.</li> <li>k. Any structure insured under an NFIP Group Flood Insurance Policy.</li> <li>l. Assessments made by a condominium association on individual condominium unit owners to pay increased costs of repairing commonly owned buildings after a flood in compliance with State or local floodplain management ordinances or laws.</li> </ul>	
<p><b>6. Other Provisions</b></p>	<p>Refer to policy language.</p>

III. Property Covered	
Policy Language	Additional Explanation
<ul style="list-style-type: none"><li>a. Increased Cost of Compliance coverage will not be included in the calculation to determine whether coverage meets the 80% insurance-to-value requirement for replacement cost coverage as set forth in VII. General Conditions, V. Loss Settlement.</li><li>b. All other conditions and provisions of the policy apply.</li></ul>	



IV. Property Not Covered	
Policy Language	Additional Explanation
We do not cover any of the following	
<p>1. Personal property not inside a building;</p>	<p>The SFIP covers personal property inside of an SFIP-defined building at the location described on the policy declarations page.</p>
<p>2. A building, and personal property in it, located entirely in, on, or over water or seaward of mean high tide if it was constructed or substantially improved after September 30, 1982;</p>	<p>The SFIP allows coverage for a building not entirely over water, i.e., when part of the exterior perimeter wall and foundation of the building is on land or on the landward side of mean high tide (mean high water).</p> <p>When the exterior perimeter walls of the building are completely over water and the support system or foundation underneath the insured building extends onto land, or the extension of any mechanism for access into a building (including, but not limited to, stairs, decks, walkways, piers, posts, pilings, docks, or driveways), even if the mechanism is on or partially on land, the building or the access will not be eligible for coverage.</p> <p>If the exterior perimeter walls of a building are completely over water, but connected to another eligible building by means of an elevated walkway, stairway, roof, and/or rigid exterior wall, or there is an appurtenant structure on the same slab, foundation, or other continuous support system that is on land (such as a shed or garage), the presence of the connected building or appurtenant structure on land does not allow coverage to be afforded to the building that has its exterior perimeter walls entirely over water.</p>
<p>3. Open structures, including a building used as a boathouse or any structure or building into which boats are floated, and personal property located in, on, or over water;</p>	<p>The SFIP does not cover boathouses or buildings into which boats can float and personal property located within buildings used solely as boathouses.</p> <p>When a boathouse is also used as a dwelling, the SFIP covers the dwelling portion and its foundation, even when the foundation includes the foundation and other building elements shared with the boathouse subject to the provisions of the SFIP including IV. Property Not Covered.</p> <p>The SFIP does not cover a building and personal property in, located in, on, or over water or seaward of mean high tide if the building was constructed or substantially improved after September 30, 1982.</p>


### IV. Property Not Covered

Policy Language	Additional Explanation
<p>We do not cover any of the following</p>	
<p>4. Recreational vehicles other than travel trailers described in the Definitions section (see II.B.6.c.) whether affixed to a permanent foundation or on wheels;</p>	<p>A recreational vehicle is a self-propelled vehicle (see <a href="#">Figure 11</a>). A travel trailer is not self-propelled and is towed behind a road vehicle (see <a href="#">Error! Reference source not found.</a>).</p> <p style="text-align: center;"><b>Figure 11. Recreational Vehicle</b></p>  <p style="text-align: center;"><b>Figure 12. Travel Trailer</b></p> 
<p>5. Self-propelled vehicles or machines, including their parts and equipment. However, we do cover self-propelled vehicles or machines not licensed for use on public roads that are:</p> <ul style="list-style-type: none"> <li>a. Used mainly to service the described location or</li> <li>b. Designed and used to assist handicapped persons, while the vehicles or machines are inside a building at the described location;</li> </ul>	<p>The SFIP covers a self-propelled vehicle as described here located inside a building at the location described on the declarations page. The vehicle type and design must be consistent with the services provided at the location described on the declarations page and used primarily for that purpose. For example, an all-terrain vehicle (ATV) designed mainly for off-road recreation or sport would not be eligible under this provision, even if the policyholder uses it to pull a trailer to collect litter at the described location.</p> <p>Under 5.b, the vehicle is covered if it is designed as a mobility vehicle for a handicapped person. The vehicle must be inside a building at the location described</p>

IV. Property Not Covered	
Policy Language	Additional Explanation
We do not cover any of the following	
	on the declarations page for coverage to apply. However, vehicles not designed for handicapped persons, including but not limited to golf carts, ATVs, Segways® or the like, and hoverboards/balance boards are never covered by the SFIP under 5.b., even if repurposed to provide mobility to a handicapped person.
6. Land, land values, lawns, trees, shrubs, plants, growing crops, or animals;	The SFIP does not cover animals and live bait, such as worms or minnows. The SFIP covers artificial plants inside an SFIP-defined building at the described location.
7. Accounts, bills, coins, currency, deeds, evidences of debt, medals, money, scrip, stored value cards, postage stamps, securities, bullion, manuscripts, or other valuable papers;	Scrip is a form of money issued by a local government or private organization, such as gift cards, coupons, or any substitute for legal tender. The SFIP does not cover financial loss from damage or destruction of electronic data or the cost of restoring that data. Other valuable papers include stocks, certificates, and bonds.
8. Underground structures and equipment, including wells, septic tanks, and septic systems;	Underground structures and equipment includes, but is not limited to, wires, conduits, pipes, sewers, tanks, tunnels, sprinkler systems, similar property, and any apparatus connected beneath the surface of the ground. The SFIP provides coverage if other SFIP requirements are met for equipment installed used in the operation of underground structures and equipment installed above ground and within a building, for example, a sprinkler timer.  A sewage grinder pump is an integral part of some coastal buildings’ septic systems. The sewage grinder pump pulverizes waste to a slurry for pumping. These systems require earth excavation for installation. The SFIP does not cover sewage grinder pumps.  The SFIP covers the sewage grinder pump’s alarm service panel if installed above ground level and affixed to the building or foundation. The SFIP does not cover alarm service panels installed to a support post of a deck.
9. Those portions of walks, walkways, decks, driveways, patios and other surfaces, all whether protected by a roof or not, located outside the	The SFIP pays to repair or replace damage to any existing egress on the sides of a building, including underneath an elevated building. This includes existing handicap ramps. For each existing egress, the SFIP covers one 16 square foot (SF) landing and a single set of stairs, and one landing per staircase. The SFIP covers materials of a like



IV. Property Not Covered	
Policy Language	Additional Explanation
We do not cover any of the following	
<p>perimeter, exterior walls of the insured building or the building in which the insured unit is located;</p>	<p>kind and quality, such as concrete, wood or composite wood material. Covered items include any existing hand or support rail, support posts, and hardware. The SFIP does not cover improvements such as lighting or finishing (paint or preservative stains).</p> <p><a href="#">Figure 13</a> shows a deck with a single set of stairs providing access to the building through two doors. The SFIP would cover one 16 SF landing and the existing single set of stairs.</p> <p style="text-align: center;"><b>Figure 13. Deck with Single Set of Stairs</b></p>  <p>The SFIP does not cover the second set of stairs of the double staircase, as shown in <a href="#">Figure 14</a> because a single set of stairs provides egress.</p> <p style="text-align: center;"><b>Figure 14. Deck with Double Staircase</b></p>  <p>The SFIP does not cover the cost to comply with Americans with Disabilities Act of 1990(ADA) regulations; however, the SFIP will repair or replace an existing flood damaged handicap ramp shown in <a href="#">Figure 15</a> for egress, in lieu of the 16 SF of landing</p>

IV. Property Not Covered	
Policy Language	Additional Explanation
We do not cover any of the following	<p>and steps.</p> <p style="text-align: center;"><b>Figure 15. Existing Handicap Ramp</b></p> 
10. Containers, including related equipment, such as, but not limited to, tanks containing gases or liquids;	The SFIP does not cover fuel tanks, pressure tanks, and well water tanks located outside a basement or elevated building enclosure. The SFIP does not cover tanks containing other liquids or gases. The SFIP does not cover containers, including shipping containers used for storage or residential purposes, unless they meet the definition of a building.
11. Buildings or units and all their contents if more than 49% of the actual cash value of the building is below ground, unless the lowest level is at or above the base flood elevation and is below ground by reason of earth having been used as insulation material in conjunction with energy efficient building techniques;	A building must have over 51 percent of its actual cash value above ground level. This calculation relies solely upon the ACV, not on concepts like square footage, volume, or otherwise.
12. Fences, retaining walls, seawalls, bulkheads, wharves, piers, bridges, and docks;	The SFIP considers a structure physically connected to a building that directly supports and is integral to the building’s foundation, even if it has a secondary purpose such as a retaining wall.
13. Aircraft or watercraft, or their furnishings and equipment;	The SFIP covers remote controlled boats, aircraft, and drones or UAVs (Unmanned Aerial Vehicles) designed and intended for recreational use only, and not used to carry people or cargo, or for commercial use. The same policy provisions that apply to other personal property apply to these items.

IV. Property Not Covered	
Policy Language	Additional Explanation
We do not cover any of the following	
	<p>The SFIP does not cover drones or UAVs registered with the Federal Aviation Administration for purposes other than recreational model aircraft.</p> <p>The SFIP does not cover furnishings and equipment for non-covered watercraft and aircraft including parts and other items identified for use with watercraft and aircraft.</p>
<p><b>14.</b> Hot tubs and spas that are not bathroom fixtures, and swimming pools, and their equipment, such as, but not limited to, heaters, filters, pumps, and pipes, wherever located;</p>	<p>Refer to policy language.</p>
<p><b>15.</b> Property not eligible for flood insurance pursuant to the provisions of the Coastal Barrier Resources Act and the Coastal Barrier Improvement Act and amendments to these Acts;</p>	<p>The SFIP does not provide flood insurance coverage for a structure built or substantially improved after the U.S. Department of Interior’s Fish and Wildlife Service designates it as within Coastal Barrier Resources System (CBRS) boundaries or as Otherwise Protected Areas (OPAs). See <a href="#">FWS website</a> for more information.</p>
<p><b>16.</b> Personal property you own in common with other unit owners comprising the membership of a condominium association.</p>	<p>Refer to policy language.</p>

V. Exclusions	
Policy Language	Additional Explanation
A. We only pay for direct physical loss by or from flood, which means that we do not pay you for:	
<ol style="list-style-type: none"> <li>1. Loss of revenue or profits;</li> <li>2. Loss of access to the insured property or described location;</li> <li>3. Loss of use of the insured property or described location;</li> <li>4. Loss from interruption of business or production;</li> <li>5. Any additional living expenses incurred while the insured building is being repaired or is unable to be occupied for any reason;</li> <li>6. The cost of complying with any ordinance or law requiring or regulating the construction, demolition, remodeling, renovation, or repair of property, including removal of any resulting debris. This exclusion does not apply to any eligible activities we describe in Coverage D—Increased Cost of Compliance; or,</li> <li>7. Any other economic loss you suffer.</li> </ol>	<p>The SFIP does not cover the costs to pack, move, or store personal property from the insured building or return it to the building when an owner repairs the building or cannot occupy it.</p> <p>The SFIP does not cover replacing non-flood damaged property required to comply with government codes, ordinances, or regulations. For example, the SFIP does not cover the cost of replacing an undamaged interior HVAC unit to match a replaced exterior HVAC unit because of a change in size, Seasonal energy efficiency ratio (SEER)-rating, refrigerant, or any other reason even if local, state, or federal code required the upgrade.</p>
B. We do not insure a loss directly or indirectly caused by a flood that is already in progress at the time and date:	
<ol style="list-style-type: none"> <li>1. The policy term begins; or</li> <li>2. Coverage is added at your request.</li> </ol>	<p>NFIP adjusts flood insurance losses individually. Flood insurance benefits are available if an insured property suffers a covered loss caused by a general condition of flooding, as defined by the SFIP.</p> <p>See <a href="#">Flood in Progress</a> in Section 2 of this manual.</p>
C. We do not insure for loss to property caused directly by earth movement even if the earth movement is caused by flood. Some examples of earth movement that we do not cover are:	
<ol style="list-style-type: none"> <li>1. Earthquake;</li> <li>2. Landslide;</li> <li>3. Land subsidence;</li> <li>4. Sinkholes;</li> <li>5. Destabilization or movement of land that results from accumulation of water in subsurface land area; or</li> <li>6. Gradual erosion.</li> </ol> <p>We do, however, pay for losses from mudflow and land subsidence as a result of erosion that are specifically covered under our definition of flood (see</p>	<p>The SFIP is a single-peril policy that only pays for covered damage due to direct physical loss by or from flood, defined in the policy at Section II. The SFIP does not cover damage resulting from an intervening cause of loss, even if the resulting cause is due to flood. The SFIP does not cover damage that results when saturated soils cause the soil below ground level to sink, expand, compact, destabilize, or otherwise lose its load bearing capacity such as from voids or rotten organic matter when the soil dries. The SFIP does not cover earth movement; each form of earth movement is an intervening cause of loss and a separate peril.</p> <p>The SFIP’s exclusion for other perils, such as fire, exemplifies the exclusion of earth</p>

V. Exclusions	
Policy Language	Additional Explanation
II.A.1.c. and II.A.2.).	<p>movement as a cause of loss. When a flood causes a fire, which damages the building during inundation or after floodwaters recede, the SFIP does not cover the resulting fire damage to the building even if flood directly caused the fire.</p> <p>The SFIP covers damage to a building’s structure if the damage results from the collapse or subsidence of land that is the direct result of erosion or undermining to the building’s support soil underneath or directly along the perimeter foundation of the building from waves or currents of floodwater (velocity flow) during a flood from the overflow of inland or tidal waters. This includes damage to the foundation of the building and any resulting damage to interior and exterior finishes. The SFIP does not cover gradual erosion.</p>
D. We do not insure for direct physical loss caused directly or indirectly by any of the following:	
<ol style="list-style-type: none"> <li>1. The pressure or weight of ice;</li> <li>2. Freezing or thawing;</li> <li>3. Rain, snow, sleet, hail, or water spray;</li> <li>4. Water, moisture, mildew, or mold damage that results primarily from any condition:                             <ol style="list-style-type: none"> <li>a. Substantially confined to the dwelling; or</li> <li>b. That is within your control, including but not limited to:                                     <ol style="list-style-type: none"> <li>(1) Design, structural, or mechanical defects;</li> <li>(2) Failure, stoppage, or breakage of water or sewer lines, drains, pumps, fixtures, or equipment; or</li> <li>(3) Failure to inspect and maintain the property after a flood recedes;</li> </ol> </li> </ol> </li> </ol>	<p>When the policyholder is prevented access to promptly remove wetted building and personal property items, and this delay directly results in water, moisture, mildew or mold damage to other building and personal property items not in physical contact with surface floodwater, this damage could be covered. As examples, local authorities may restrict access by order or prolonged inundation of floodwater may prevent access. The claim file must include the proper documentation, such as but not limited to photographs, an acceptable explanation provided by the adjuster, or a signed statement from the policyholder or community official, that supports the payment for property damages above the waterline. For instances when coverage and payment is not recommended, the claim file should include the proper documentation which clearly points to the policyholder’s failure to inspect and maintain their insured property, when it is feasible to do so.</p> <p>The SFIP does not cover damage caused by long-term exposure to moisture, water, rot, and insect infestation.</p> <p>The SFIP does not cover pre-existing damage to structural building components, such as damage due to rot, or for any resulting damage to non-structural finished building material.</p>
<ol style="list-style-type: none"> <li>5. Water or water-borne material that:                             <ol style="list-style-type: none"> <li>a. Backs up through sewers or drains;</li> </ol> </li> </ol>	<p>The adjuster must document that a flood occurred in the area, and that the flood was the proximate cause of the back-up of the sewer or drain, overflow of the sump</p>

V. Exclusions	
Policy Language	Additional Explanation
<p>b. Discharges or overflows from a sump, sump pump or related equipment; or</p> <p>c. Seeps or leaks on or through the covered property;</p> <p>unless there is a flood in the area and the flood is the proximate cause of the sewer or drain backup, sump pump discharge or overflow, or the seepage of water;</p>	<p>pump, pump failure, seepage of water, or damage due to the pressure or weight of water (hydrostatic pressure) in the claim file. A flood is two or more properties of partial or complete inundation of normally dry land, or of two or more continuous acres of normally dry land.</p> <p>When paying a loss due to a flood in the area proximately causing discharge or overflow of water or water-borne material from a sump, sump pump, or related equipment, the insurer must document the claim file to show that a homeowner’s policy endorsement or policy rider did not pay for the loss. If the homeowner’s policy covers the same loss, the SFIP payment must apply a proportional loss distribution, as stated under Section VII.C. Other Insurance.</p>
<p>6. The pressure or weight of water unless there is a flood in the area and the flood is the proximate cause of the damage from the pressure or weight of water;</p>	<p>The adjuster must document that a flood occurred in the area, and that the flood was the proximate cause of the back-up of the sewer or drain, overflow of the sump pump, pump failure, seepage of water, or damage due to the pressure or weight of water (hydrostatic pressure). A flood is two or more properties of partial or complete inundation of normally dry land, or of two or more continuous acres of normally dry land.</p>
<p>7. Power, heating, or cooling failure unless the failure results from direct physical loss by or from flood to power, heating, or cooling equipment on the described location;</p>	<p>The SFIP does not cover damage caused by a power surge.</p>
<p>8. Theft, fire, explosion, wind, or windstorm;</p> <p>9. Anything you or any member of your household do or conspires to do to deliberately cause loss by flood; or</p> <p>10. Alteration of the insured property that significantly increases the risk of flooding.</p>	<p>Refer to policy language.</p>
<p>E. We do not insure for loss to any building or personal property located on land leased from the Federal Government, arising from or incident to the flooding of the land by the Federal Government, where the lease expressly holds the Federal Government harmless under flood insurance issued under any Federal Government program.</p>	
<p>F. We do not pay for the testing for or monitoring of pollutants unless required by law or ordinance.</p>	<p>The SFIP only pays to test or monitor the removal of a pollutant when a law or ordinance requires it. Insurers must have a copy of the law or ordinance for the file to</p>

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Policy Language	Additional Explanation
	support their decision to pay for the testing for or monitoring of pollutants. The law or ordinance must be in effect at the date of loss to apply.

VI. Deductibles	
Policy Language	Additional Explanation
<p>A. When a loss is covered under this policy, we will pay only that part of the loss that exceeds your deductible amount, subject to the limit of liability that applies. The deductible amount is shown on the Declarations Page.</p> <p>However, when a building under construction, alteration, or repair does not have at least two rigid exterior walls and a fully secured roof at the time of loss, your deductible amount will be two times the deductible that would otherwise apply to a completed building.</p>	
<p>B. In each loss from flood, separate deductibles apply to the building and personal property insured by this policy.</p>	
<p>C. The deductible does NOT apply to:</p> <ol style="list-style-type: none"> <li>1. III.C.2. Loss Avoidance Measures;</li> <li>2. III.C.3. Condominium Loss Assessments; or</li> <li>3. III.D. Increased Cost of Compliance.</li> </ol>	<p>The SFIP applies a separate deductible to both building and personal property losses. The SFIP will only pay that portion of the loss that exceeds the applicable deductibles.</p> <p>For Building and Personal Property losses, the insurer should take the deductible from the gross loss before applying policy limits. For example, if the covered loss is \$110,000, the policy limit is \$100,000, and the deductible is \$5,000, the insurer should apply the deductible to the \$110,000 loss and pay the \$100,000 policy limit.</p>



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Policy Language	Additional Explanation
<b>A. Pair and Set Clause</b>	
<p>In case of loss to an article that is part of a pair or set, we will have the option of paying you:</p> <ol style="list-style-type: none"> <li>1. An amount equal to the cost of replacing the lost, damaged, or destroyed article, minus its depreciation, or</li> <li>2. The amount that represents the fair proportion of the total value of the pair or set that the lost, damaged, or destroyed article bears to the pair or set.</li> </ol>	<p>If one-half of a pair or part of a set is lost or damaged, a reasonable and fair percentage of the value of both will be assessed. The insurer is not required to pay for the total value of the whole set.</p> <p>The SFIP allows replacement of one item less physical depreciation, unless the lost, damaged, or destroyed item renders the remaining item or set partially or completely unusable. When the pair or set is completely unusable, the policy will pay the total value of the pair or set minus depreciation.</p>
<b>B. Concealment or Fraud and Policy Voidance</b>	
<ol style="list-style-type: none"> <li>1. With respect to all insureds under this policy, this policy:               <ol style="list-style-type: none"> <li>a. Is void;</li> <li>b. Has no legal force or effect;</li> <li>c. Cannot be renewed; and</li> <li>d. Cannot be replaced by a new NFIP policy, if, before or after a loss, you or any other insured or your agent have at any time:                   <ol style="list-style-type: none"> <li>(1) Intentionally concealed or misrepresented any material fact or circumstance;</li> <li>(2) Engaged in fraudulent conduct; or</li> <li>(3) Made false statements; relating to this policy or any other NFIP insurance.</li> </ol> </li> </ol> </li> </ol>	<p>When claims professionals suspect wrongful acts or misrepresentations on a claim by a policyholder or their representatives:</p> <p>The adjuster should promptly submit written notification with supporting documentation to the insurer. The adjuster should not draw any conclusions regarding the suspected fraud and should only present facts in written reports. The examiner should engage management to determine if the insurer should refer the matter to the FEMA Fraud Unit (email: <a href="mailto:StopFEMAFraud@fema.dhs.gov">StopFEMAFraud@fema.dhs.gov</a>) and to the insurer’s investigative unit for a Reservation of Rights.</p>
<ol style="list-style-type: none"> <li>2. This policy will be void as of the date wrongful acts described in B.1. above were committed.</li> <li>3. Fines, civil penalties, and imprisonment under applicable Federal laws may also apply to the acts of fraud or concealment described above.</li> </ol>	<p>The SFIP will be void if the proper authorities determine any part of a claim was fraudulent.</p>
<ol style="list-style-type: none"> <li>4. This policy is also void for reasons other than fraud, misrepresentation, or wrongful act. This policy is void from its inception and has no legal force under the following conditions:               <ol style="list-style-type: none"> <li>a. If the property is located in a community that was not participating in</li> </ol> </li> </ol>	<p>When a community no longer participates in the NFIP, an active SFIP will remain in force up to the day before the policy renewal date. Refer to the <a href="#">Flood Insurance Manual</a> for other reasons why a building may be ineligible for coverage.</p>

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<p>the NFIP on the policy’s inception date and did not join or reenter the program during the policy term and before the loss occurred; or</p> <p>b. If the property listed on the application is otherwise not eligible for coverage under the NFIP.</p>	

**C. Other Insurance**

1. If a loss covered by this policy is also covered by other insurance that includes flood coverage not issued under the Act, we will not pay more than the amount of insurance you are entitled to for lost, damaged, or destroyed property insured under this policy subject to the following:

- a. We will pay only the proportion of the loss that the amount of insurance that applies under this policy bears to the total amount of insurance covering the loss, unless C.1.b. or c. immediately below applies.
- b. If the other policy has a provision stating that it is excess insurance, this policy will be primary.
- c. This policy will be primary (but subject to its own deductible) up to the deductible in the other flood policy (except another policy as described in C.1.b. above). When the other deductible amount is reached, this policy will participate in the same proportion that the amount of insurance under this policy bears to the total amount of both policies, for the remainder of the loss.

Other insurance includes primary flood coverage provided by a private carrier, an endorsement for sewer, sumps or drains backup, or any other insurance that duplicates SFIP coverage.

Use the following formula to determine the NFIP’s share of the loss:

$$\text{NFIP share} = \text{SFIP policy limit} \div \text{total insurance} \times \text{loss} - \text{other insurance deductible}$$

Use the following formula to determine the other insurance’s share of the loss:

$$\text{Other insurance share} = \text{other insurance policy limit} \div \text{total insurance} \times \text{loss} - \text{other insurance deductible}$$

Use the following formula to determine the NFIP payment:

$$\text{NFIP payment} = \text{NFIP share} + \text{other insurance deductible} - \text{SFIP deductible}$$

Below is an example of how to apply the formulas to compute the insurer’s shares and NFIP payment for a \$480,000 loss.

**Table 5: Insurance Coverage and Deductibles**

Insurance	Coverage	Deductible
NFIP	\$250,000	\$5,000
Other	\$500,000	\$15,000
Total	\$750,000	

$$\text{NFIP share: } \$250,000 \div \$750,000 \times \$480,000 - \$15,000 = \$145,000.00$$

$$\text{Other insurance share: } \$500,000 \div \$750,000 \times \$480,000 - \$15,000 =$$

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	<p>\$305,000.00                      NFIP payment: \$145,000.00 + \$15,000 - \$5,000 = \$155,000.00</p> <p>IMPORTANT – Use a one-step mathematical expression as shown, for accurate calculation.</p>
<p>2. If there is other insurance in the name of your condominium association covering the same property covered by this policy, then this policy will be in excess over the other insurance.</p>	<p>The Biggert-Waters Flood Insurance Reform Act of 2012, Section 100214, does not allow the NFIP to deny a unit owner’s claim based on flood insurance coverage purchased by a condominium association.</p> <p>The SFIP allows unit owner building payments for loss assessments when a condominium association did not purchase insurance to at least 80 percent of the full replacement cost of the condominium building. The provision does not allow insurers to pay for a building item more than once.</p> <p>The SFIP cannot pay more than the maximum amount of insurance available for a single-family residence, currently \$250,000, for a single condominium even if the unit has additional insurance available under other NFIP policies.</p> <p>The legislation did not change the coverage provided under the Residential Condominium Building Association Policy (RCBAP).</p> <p>See the <a href="#">Biggert-Waters Flood Insurance Reform Act of 2012</a> for more information.</p>
D. Amendments, Waivers, Assignment	
<p>This policy cannot be changed nor can any of its provisions be waived without the express written consent of the Federal Insurance Administrator. No action we take under the terms of this policy constitutes a waiver of any of our rights. You may assign this policy in writing when you transfer title of your property to someone else except under these conditions:</p> <ol style="list-style-type: none"> <li>1. When this policy covers only personal property; or</li> <li>2. When this policy covers a structure during the course of construction.</li> </ol>	<p>The SFIP allows assignment of the policy when the title to the property transfers to a new owner.</p> <p>The SFIP does not allow assignment of a claim. The only exception to this is a Coverage D – Increased Cost of Compliance (ICC) claim that can transfer in conjunction with a FEMA project, such as a Hazard Mitigation Grant Program (HMGP) grant. Typically, the policyholder assigns the claim to a community, which typically uses the payment for the community’s non-Federal match for the project. The policyholder may only assign the part of the ICC benefit used to meet the project requirements.</p>
E. Cancellation of the Policy by You	

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<ol style="list-style-type: none"> <li>1. You may cancel this policy in accordance with the applicable rules and regulations of the NFIP.</li> <li>2. If you cancel this policy, you may be entitled to a full or partial refund of premium also under the applicable rules and regulations of the NFIP.</li> </ol>	<p>Policyholders must have a valid reason to cancel their flood insurance coverage during a policy term. Cancellation does not automatically create a refund.</p> <p>See the Cancellation section of the <a href="#">Flood Insurance Manual</a>.</p>
<b>F. Non-Renewal of the Policy by Us</b>	
<p>Your policy will not be renewed:</p> <ol style="list-style-type: none"> <li>1. If the community where your covered property is located stops participating in the NFIP, or</li> <li>2. If your building has been declared ineligible under Section 1316 of the Act.</li> </ol>	<p>When a community no longer participates in the NFIP, an active SFIP will remain in force up to the day before the policy renewal date.</p> <p>Coverage may not be available for a building constructed or altered in violation of state or local floodplain management laws, regulations, or ordinances. Section 1316 of the Act allows a state or community to declare a building in violation of its floodplain management rules. When a state or community declares that a building is in violation of Section 1316, the building and any contents in it are not eligible for SFIP coverage. Insurers have a list of buildings with Section 1316 violations that are ineligible for NFIP coverage. When the owner corrects the violation, the building becomes eligible for coverage again.</p>
<b>G. Reduction and Reformation of Coverage</b>	
<ol style="list-style-type: none"> <li>1. If the premium we received from you was not enough to buy the kind and amount of coverage you requested, we will provide only the amount of coverage that can be purchased for the premium payment we received.</li> <li>2. The policy can be reformed to increase the amount of coverage resulting from the reduction described in G.1. above to the amount you requested as follows:             <ol style="list-style-type: none"> <li>a. Discovery of Insufficient Premium or Incomplete Rating Information Before a Loss:                 <ol style="list-style-type: none"> <li>(1) If we discover before you have a flood loss that your premium payment was not enough to buy the requested amount of coverage, we will send you and any mortgagee or trustee known to us a bill for the required additional premium for the current policy term (or that portion of the current policy term following</li> </ol> </li> </ol> </li> </ol>	<p>If the policyholder gives the insurer a premium that will not purchase the amounts of insurance requested, the insurer must issue the policy for the insurance coverage amount the premium will purchase for a one-year policy term.</p> <p>After a Loss:</p> <p>The insurer will send a bill for the required additional premium for the current policy term only. This is an exception to the SFIP Provisions requiring the current and the prior policy terms.</p> <p>If the insurer receives the premium within 30 days from the date of the bill, the insurer should increase the policy limits to the originally requested amount effective as of the beginning of the current policy term.</p> <p>If the insurer does not receive the additional premium by the due date, the insurer must settle the claim based on the previously submitted premium and reduced policy limits.</p>

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<p>any endorsement changing the amount of coverage). If you or the mortgagee or trustee pay the additional premium within 30 days from the date of our bill, we will reform the policy to increase the amount of coverage to the originally requested amount effective to the beginning of the current policy term (or subsequent date of any endorsement changing the amount of coverage).</p> <p>(2) If we determine before you have a flood loss that the rating information we have is incomplete and prevents us from calculating the additional premium, we will ask you to send the required information. You must submit the information within 60 days of our request. Once we determine the amount of additional premium for the current policy term, we will follow the procedure in G.2.a.(1) above.</p> <p>(3) If we do not receive the additional premium (or additional information) by the date it is due, the amount of coverage can only be increased by endorsement subject to any appropriate waiting period.</p> <p>b. Discovery of Insufficient Premium or Incomplete Rating Information After a Loss:</p> <p>(1) If we discover after you have a flood loss that your premium payment was not enough to buy the requested amount of coverage, we will send you and any mortgagee or trustee known to us a bill for the required additional premium for the current and the prior policy terms. If you or the mortgagee or trustee pay the additional premium within 30 days of the date of our bill, we will reform the policy to increase the amount of coverage to the originally requested amount effective to the beginning of the prior policy term.</p> <p>(2) If we discover after you have a flood loss that the rating information we have is incomplete and prevents us from calculating the additional premium, we will ask you to send the required information. You must submit the information before your claim can be paid. Once we determine the amount of</p>	<p>Exceptions for Incorrect Flood Zone or BFE After a Loss. When the insurer discovers that an incorrect flood zone or BFE resulted in insufficient premium, the following exceptions apply:</p> <p style="padding-left: 40px;">The insurer should calculate any additional premium due prospectively from the date of discovery.</p> <p style="padding-left: 40px;">The insurer should apply the automatic reduction in policy limits effective on the date of discovery.</p> <p>Incorrect Policy Form. The insurer must use the correct policy form before making a loss payment. When the insurer issues coverage using an incorrect SFIP form, the policy is void and the insurer must rewrite the coverage under the correct form. The provisions of the correct SFIP form apply.</p> <p style="padding-left: 40px;">The insurer must reform the coverage limits according to the provisions of the correct SFIP form.</p> <p style="padding-left: 40px;">Coverage cannot exceed the coverage issued under the incorrect policy form.</p> <p>See the <a href="#">Flood Insurance Manual</a> for detailed information.</p>

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<p>additional premium for the current and prior policy terms, we will follow the procedure in G.2.b.(1) above.</p> <p>(3) If we do not receive the additional premium by the date it is due, your flood insurance claim will be settled based on the reduced amount of coverage. The amount of coverage can only be increased by endorsement subject to any appropriate waiting period.</p> <p>3. However, if we find that you or your agent intentionally did not tell us, or falsified, any important fact or circumstance or did anything fraudulent relating to this insurance, the provisions of Condition B. Concealment or Fraud and Policy Voidance apply.</p>	
H. Policy Renewal	
<p>1. This policy will expire at 12:01 a.m. on the last day of the policy term.</p> <p>2. We must receive the payment of the appropriate renewal premium within 30 days of the expiration date.</p> <p>3. If we find, however, that we did not place your renewal notice into the U.S. Postal Service, or if we did mail it, we made a mistake, e.g., we used an incorrect, incomplete, or illegible address, which delayed its delivery to you before the due date for the renewal premium, then we will follow these procedures:</p> <p style="margin-left: 20px;">a. If you or your agent notified us, not later than 1 year after the date on which the payment of the renewal premium was due, of non-receipt of a renewal notice before the due date for the renewal premium, and we determine that the circumstances in the preceding paragraph apply, we will mail a second bill providing a revised due date, which will be 30 days after the date on which the bill is mailed.</p> <p style="margin-left: 20px;">b. If we do not receive the premium requested in the second bill by the revised due date, then we will not renew the policy. In that case, the policy will remain an expired policy as of the expiration date shown on the Declarations Page.</p> <p>4. In connection with the renewal of this policy, we may ask you during the policy term to recertify, on a Recertification Questionnaire we will provide</p>	<p>The SFIP is not a continuous policy. It is a contract for a one-year term. Every policy contract expires at 12:01 a.m. on the last day of the policy term. Renewal of an expiring policy establishes a new policy term and new contractual agreement.</p> <p>The insurer should investigate the claim under a signed non-waiver agreement or a reservation of rights by the insurer when a policyholder reports a loss and there is uncertainty as to whether a policy is active.</p> <p>See the <a href="#">Flood Insurance Manual</a> for detailed information.</p>

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<p>to you, the rating information used to rate your most recent application for or renewal of insurance.</p>	
I. Conditions Suspending or Restricting Insurance	
<p>We are not liable for loss that occurs while there is a hazard that is increased by any means within your control or knowledge.</p>	<p>Refer to policy language.</p>
J. Requirements in Case of Loss	
<p>In case of a flood loss to insured property, you must:</p> <ol style="list-style-type: none"> <li>1. Give prompt written notice to us;</li> </ol>	<p>The policyholder’s claim begins with the written notice of loss.</p> <p>The policyholder must report the loss to the insurer immediately; failure to provide a notice of loss to the insurer could prejudice the ability of the insurer to inspect the loss, identify the cause and extent of damage, and determine applicable coverage under the SFIP. If the policyholder delays reporting a loss, adjusters cannot help policyholders protect the property and avoid further damage.</p> <p>A policyholder’s failure to provide timely notice of loss can be a basis for denial of a claim.</p> <p style="padding-left: 40px;">The adjuster should document the reason for a delay in the policyholder reporting a loss to the insurer.</p> <p style="padding-left: 40px;">The adjuster should execute a non-waiver agreement when there is a delay in reporting the loss. The non-waiver agreement should include the reason for the non-waiver and the policyholder’s explanation for the delay. The adjuster should have the policyholder sign the non-waiver agreement immediately. If the policyholder refuses to sign the non-waiver agreement, the insurer should send a Reservation of Rights. The adjuster should continue the inspection and review.</p>
<ol style="list-style-type: none"> <li>2. As soon as reasonably possible, separate the damaged and undamaged property, putting it in the best possible order so that we may examine it;</li> <li>3. Prepare an inventory of damaged property showing the quantity, description, actual cash value, and amount of loss. Attach all bills, receipts, and related documents;</li> </ol>	<p>Refer to policy language.</p>
<ol style="list-style-type: none"> <li>4. Within 60 days after the loss, send us a proof of loss, which is your</li> </ol>	<p>The Proof of Loss is the policyholder’s statement of the amount of money they are</p>

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<p>statement of the amount you are claiming under the policy signed and sworn to by you, and which furnishes us with the following information:</p> <ol style="list-style-type: none"> <li>a. The date and time of loss;</li> <li>b. A brief explanation of how the loss happened;</li> <li>c. Your interest (for example, “owner”) and the interest, if any, of others in the damaged property;</li> <li>d. Details of any other insurance that may cover the loss;</li> <li>e. Changes in title or occupancy of the covered property during the term of the policy;</li> <li>f. Specifications of damaged buildings and detailed repair estimates;</li> <li>g. Names of mortgagees or anyone else having a lien, charge, or claim against the insured property;</li> <li>h. Details about who occupied any insured building at the time of loss and for what purpose; and</li> <li>i. The inventory of damaged personal property described in J.3. above.</li> </ol> <p>5. In completing the proof of loss, you must use your own judgment concerning the amount of loss and justify that amount.</p>	<p>requesting. The policyholder must sign and swear to the Proof of Loss and provide documentation to support the amount requested for the insurer to consider it completed. The policyholder (or legal representative with a signed Power of Attorney or Executor in the case of a deceased policyholder) is the only person who can sign the Proof of Loss.</p> <p>SIGNED AND SWORN:</p> <p>FEMA encourages the use of electronic signatures on Proof of Loss and other NFIP-related submissions. FEMA will not deny the legal effect, validity, or enforceability of a signature solely because it is in electronic form. Insurers should accept electronic signatures in accordance with their general business practices and applicable laws.</p> <p>MULTIPLE PROOFS OF LOSS ALLOWED:</p> <p>Policyholders must submit a completed Proof of Loss and documentation to support the amount requested initially and completed Proofs of Loss for any additional payment requests to the insurer within 60 days after the date of loss or within any extension of that deadline granted by FEMA.</p> <p>ONE CLAIM PER LOSS:</p> <p>The Proof of Loss is not the claim. The claim is the policyholder’s assertion that they are entitled to payment for a covered loss under the terms of the SFIP. A policyholder has only one claim from a flood event regardless of the number of Proofs of Loss and documentation the policyholder may submit in support of that claim.</p>
<p>6. You must cooperate with the adjuster or representative in the investigation of the claim.</p> <p>7. The insurance adjuster whom we hire to investigate your claim may furnish you with a proof of loss form, and she or he may help you complete it. However, this is a matter of courtesy only, and you must still send us a proof of loss within 60 days after the loss even if the adjuster does not furnish the form or help you complete it.</p>	<p>Refer to policy language.</p>
<p>8. We have not authorized the adjuster to approve or disapprove claims or to tell you whether we will approve your claim.</p>	<p>Only the NFIP insurer has the authority to approve or deny a claim, to tell the policyholder if they will approve or deny a claim, or to provide payment details.</p>



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.....	The insurer must rely only upon the terms and conditions established by Federal statute, NFIP regulations, the Federal Insurance Administrator’s interpretations, and the express terms of the SFIP. See 44 C.F.R. § 61.5(e) (2017).
<p>9. At our option, we may accept the adjuster’s report of the loss instead of your proof of loss. The adjuster’s report will include information about your loss and the damages you sustained. You must sign the adjuster’s report. At our option, we may require you to swear to the report.</p>	The insurer, not the policyholder or their representative, determines whether to accept the adjuster’s report signed and sworn to by the policyholder, instead of a Proof of Loss.
K. Our Options After a Loss	
Options we may, in our sole discretion, exercise after loss include the following:	This section sets forth the steps that insurers may take to require action on the part of the policyholder. If the policyholder fails to comply with the insurer’s request, the policyholder is in breach of the insuring agreement, which may affect the payment of the claim.
<p>1. At such reasonable times and places that we may designate, you must:</p> <p style="padding-left: 20px;">a. Show us or our representative the damaged property;</p>	<p>The policyholder must make the flood damaged property available for examination as often as needed to verify the loss and claim. Insurer representatives will give the policyholder advanced notice of the specific time and meeting place to inspect the damaged property.</p> <p>The policyholder should document their loss with photographs before removing or disposing of damaged items that pose a health hazard, such as perishable food.</p>
<p style="padding-left: 20px;">b. Submit to examination under oath, while not in the presence of another insured, and sign the same; and</p>	The insurer can require the policyholder to submit to an examination under oath but not in the presence of another insured when there are questions concerning the claim. An examination under oath is a formal proceeding, conducted prior to a lawsuit, during which the insurer’s representative questions an insured under oath in the presence of a court reporter. The insurer should ask the policyholder to present information and documentation necessary to evaluate their claim when requiring an examination under oath. This can include books of accounts, financial records, receipts, income tax records, property settlement records, invoices, purchase orders, affidavits, and other materials to verify the loss.

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<p>c. Permit us to examine and make extracts and copies of:</p> <p>(1) Any policies of property insurance insuring you against loss and the deed establishing your ownership of the insured real property;</p>	<p>The SFIP will not pay more than the amount of insurance that the policyholder is entitled to for the damaged, lost, or destroyed property insured under this policy if non-NFIP insurance covers a loss covered by the SFIP.</p> <p>The policyholder must confirm the availability of other insurance to determine what the NFIP will pay. Examples include a homeowner’s policy water damage or sump overflow endorsement, mobile-homeowner’s policy, scheduled property policy, renter’s policy, builder’s risk policy, etc.</p>
<p>(2) Condominium association documents including the Declarations of the condominium, its Articles of Association or Incorporation, Bylaws, rules and regulations, and other relevant documents if you are a unit owner in a condominium building; and</p>	<p>A claim involving a unit in a condominium building requires the declarations of the condominium, bylaws, etc. to determine the policyholder’s insurable interest in the building. Adjusters may have to determine if the RCBAP paid for any damages. NFIP will not pay for the same damage item twice or pay a claim for a residential unit that exceeds the statutory limits. Adjusters must provide documentation that a condominium association owns the insured building, not a homeowners’ association or a building cooperative.</p>
<p>(3) All books of accounts, bills, invoices and other vouchers, or certified copies pertaining to the damaged property if the originals are lost.</p>	<p>Insurers may require the policyholder to provide information that documents the extent of the loss and the amount of the claim. Examples include books of accounts, bills, invoices, vouchers, and items showing the actual amounts paid to stores, contractors, or others for repair or replacement of items. This may also include photographs of the flood-damaged property that sufficiently and reasonably document the damage, quality of the item, and describe the damaged property. The policyholder can provide certified copies when the originals are lost or destroyed.</p>
<p>2. We may request, in writing, that you furnish us with a complete inventory of the lost, damaged or destroyed property, including:</p> <p>a. Quantities and costs;</p>	<p>“Costs” is the amount to replace a personal property item with like kind and quality at current pricing, including the price for sales tax plus any applicable shipping and product assembly.</p>
<p>b. Actual cash values or replacement cost (whichever is appropriate);</p>	<p>Replacement cost is the cost to replace a building, a building item, or a personal property item that includes all charges related to material, labor, equipment, any charges, if applicable, for design, delivery, assembly, sales tax, and applicable overhead and profit.</p> <p>Actual cash value is replacement cost to replace, not repair, less applicable</p>

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	depreciation of all components of the price.
c. Amounts of loss claimed;	The amounts of loss claimed is the amount of payment the policyholder asks to receive for the damaged and covered property.
d. Any written plans and specifications for repair of the damaged property that you can reasonably make available to us; and	<p>Written plans and specifications for repair of the damaged property include contractor estimates, subcontractor bids, invoices, architectural reports and drawings, engineering reports, etc. This also includes water restoration or structural drying invoices and supporting documentation.</p> <p>NFIP will not accept a non-itemized, lump sum, or single line estimate or invoice in support of a claim.</p>
e. Evidence that prior flood damage has been repaired.	<p>Policyholders must provide evidence that previous flood damage was repaired whether or not they owned, or insured the property. This includes any flood damages unrepaired by a previous owner and losses from any peril.</p> <p>NFIP expects policyholders to maintain proof of repairs such as receipts, cancelled checks, etc. in a safe location away from the threat of flood.</p> <p>When policyholders do not have proof of repairs, adjusters should request other forms of documentation such as:</p> <ul style="list-style-type: none"> <li>Pre-flood photographs (social media or other family members) to compare old and replaced items.</li> <li>Credit card or bank statements showing dates and dollar amount of payments to contractors.</li> <li>Itemized statements and paid invoices from contractors.</li> </ul>
<p>3. If we give you written notice within 30 days after we receive your signed, sworn proof of loss, we may:</p> <ul style="list-style-type: none"> <li>a. Repair, rebuild, or replace any part of the lost, damaged, or destroyed property with material or property of like kind and quality or its functional equivalent; and</li> <li>b. Take all or any part of the damaged property at the value that we agree upon or its appraised value.</li> </ul>	Refer to policy language.

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L. No Benefit to Bailee	
<p>No person or organization, other than you, having custody of covered property will benefit from this insurance.</p>	<p>Bailment is the delivery of personal property by one person (the bailor) to another (the bailee) who holds the property for a certain purpose under an expressed or implied-in-fact contract.</p> <p>The SFIP does not cover the bailee because bailment is a change of possession, not a change of ownership or title. An example is when a customer (bailor) takes personal clothing to the drycleaner (bailee). A bailment exists when the bailee has the clothing. The articles of clothing in the possession of the bailee are bailee goods.</p> <p>The SFIP does not cover property damaged while in the possession of a borrower, i.e., property on loan to another.</p> <p>Consignment is a written agreement where a consignor provides owned personal property to a consignee for sale, and gives the consignee a percentage of the sale price when sold. The SFIP does not cover property on consignment.</p>
M. Loss Payment	
<p>1. We will adjust all losses with you. We will pay you unless some other person or entity is named in the policy or is legally entitled to receive payment. Loss will be payable 60 days after we receive your proof of loss (or within 90 days after the insurance adjuster files the adjuster’s report signed and sworn to by you in lieu of a proof of loss) and:</p> <ul style="list-style-type: none"> <li>a. We reach an agreement with you;</li> <li>b. There is an entry of a final judgment; or</li> <li>c. There is a filing of an appraisal award with us, as provided in VII.P.</li> </ul>	<p>Adjusters and examiners should work with a policyholder and/or their authorized representative to understand the loss, prepare the estimate, and reach an agreed value for the loss.</p> <p>The insurer’s obligation to pay and the 60-day timeframe to pay begin once the policyholder meets the requirements in Paragraph J, a Proof of Loss that meets all NFIP requirements, and,</p> <ul style="list-style-type: none"> <li>Insurer and the policyholder agree on the payment amount, or</li> <li>There is an entry of final judgment or an appraisal award by a court of competent jurisdiction.</li> </ul> <p>The insurer should promptly process all claims and payment requests. The insurer should communicate to policyholders any unforeseen delays in the claim examination process and advance undisputed claimed amounts at the earliest opportunity.</p> <p>When the insurer cannot pay a completed Proof of Loss, the examiner and the adjuster should promptly communicate the necessary adjustments or documentation</p>

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	<p>required to the policyholder. Insurers should work with policyholders to settle the loss without resorting to a denial of the claim by the insurer.</p> <p>See <a href="#">Section 4</a> Appeals of this manual for information on denial letters.</p>
<p>2. If we reject your proof of loss in whole or in part you may:</p> <ul style="list-style-type: none"> <li>a. Accept our denial of your claim;</li> <li>b. Exercise your rights under this policy; or</li> <li>c. File an amended proof of loss as long as it is filed within 60 days of the date of the loss.</li> </ul>	<p>Courts have not accepted the language “reject your proof of loss” as sufficient to communicate to the policyholder that the insurer has denied their claim in whole or in part. Hence, insurers should not use this language to deny all or part of a claim.</p> <p>When the insurer issues a written denial, the policyholder has certain rights, which include filing an appeal directly to FEMA (see <a href="#">Section 4</a> Appeals), filing suit against the insurer, or submitting an amended proof of loss with the documentation to support the requested loss and payment amount.</p> <p>The one year statute of limitations for filing suit begins when the insurer issues the first denial letter (42 U.S.C. § 4072). Submitting subsequent additional or amended Proofs of Loss does not reset the one-year statute of limitations. Adjusters and examiners must assist policyholders in identifying all opportunities for payment. This helps the policyholder recover, ensures customer satisfaction, and prevents unnecessary appeals and lawsuits.</p>
<b>N. Abandonment</b>	
You may not abandon to us damaged or undamaged property insured under this policy.	Refer to policy language.
<b>O. Salvage</b>	
We may permit you to keep damaged property insured under this policy after a loss, and we will reduce the amount of the loss proceeds payable to you under the policy by the value of the salvage.	<p>The insurer always has the right to seek salvage or to take possession of damaged property. Insurers should pursue opportunities for a financial recovery when available.</p> <p>See <a href="#">Salvage</a> in Section 2 of this manual.</p>
<b>P. Appraisal</b>	
If you and we fail to agree on the actual cash value or, if applicable, replacement cost of your damaged property to settle upon the amount of loss,	See <a href="#">Appraisal</a> in Section 2 of this manual.

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<p>then either may demand an appraisal of the loss. In this event, you and we will each choose a competent and impartial appraiser within 20 days after receiving a written request from the other. The two appraisers will choose an umpire. If they cannot agree upon an umpire within 15 days, you or we may request that the choice be made by a judge of a court of record in the State where the covered property is located. The appraisers will separately state the actual cash value, the replacement cost, and the amount of loss to each item. If the appraisers submit a written report of an agreement to us, the amount agreed upon will be the amount of loss. If they fail to agree, they will submit their differences to the umpire. A decision agreed to by any two will set the amount of actual cash value and loss, or if it applies, the replacement cost and loss.</p> <p>Each party will:</p> <ol style="list-style-type: none"> <li>1. Pay its own appraiser; and</li> <li>2. Bear the other expenses of the appraisal and umpire equally.</li> </ol>	
Q. Mortgage Clause	
<p>The word “mortgagee” includes trustee.</p> <p>Any loss payable under Coverage A—Building Property will be paid to any mortgagee of whom we have actual notice, as well as any other mortgagee or loss payee determined to exist at the time of loss, and you, as interests appear. If more than one mortgagee is named, the order of payment will be the same as the order of precedence of the mortgages.</p> <p>If we deny your claim, the denial will not apply to a valid claim of the mortgagee, if the mortgagee:</p> <ol style="list-style-type: none"> <li>1. Notifies us of any change in the ownership or occupancy, or substantial change in risk of which the mortgagee is aware;</li> <li>2. Pays any premium due under this policy on demand if you have neglected to pay the premium; and</li> <li>3. Submits a signed, sworn proof of loss within 60 days after receiving notice from us of your failure to do so.</li> </ol>	<p>The SFIP pays claims for building property to the named policyholder, mortgage holders, lienholders, other loss payees for whom we have actual notice, and any loss payee determined to exist at the time of loss. The mortgage clause is a contract within a contract. It is a contract between the mortgagee and the insurer within the contract between the policyholder and the insurer. Including the name of the mortgagee on each building claim payment is the surest way to keep this promise to the mortgagee. For all building payments, except Coverage C – Other Coverages and Coverage D – ICC, include all known mortgagees, as they are additional insureds.</p> <p>The insurer may potentially include a loss payee or lienholder on Coverage B – Personal Property of whom the insurer received actual notice such as from the U.S. Small Business Administration (SBA). If the insurer receives a letter of an SBA-approved loan, the SBA must be included on the building check(s) <u>and</u> the contents check(s) if the loan is for both real estate and personal or business property.</p>

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<p>All of the terms of this policy apply to the mortgagee.</p> <p>The mortgagee has the right to receive loss payment even if the mortgagee has started foreclosure or similar action on the building.</p> <p>If we decide to cancel or not renew this policy, it will continue in effect for the benefit of the mortgagee only for 30 days after we notify the mortgagee of the cancellation or non-renewal.</p> <p>If we pay the mortgagee for any loss and deny payment to you, we are subrogated to all the rights of the mortgagee granted under the mortgage on the property. Subrogation will not impair the right of the mortgagee to recover the full amount of the mortgagee’s claim.</p>	
R. Suit Against Us	
<p>You may not sue us to recover money under this policy unless you have complied with all the requirements of the policy. If you do sue, you must start the suit within 1 year after the date of the written denial of all or part of the claim, and you must file the suit in the United States District Court of the district in which the covered property was located at the time of loss. This requirement applies to any claim that you may have under this policy and to any dispute that you may have arising out of the handling of any claim under the policy.</p>	<p>The statute of limitations begins with the insurer’s first written denial of the claim. Subsequent denial letters do not re-start the statute of limitations. Policyholders must file suit in a U.S. District Court in the district where the loss occurred within one year after the insurer’s first written denial. Neither the Federal Insurance Administrator nor the insurer may extend the one year statute of limitation to file suit.</p>
S. Subrogation	
<p>Whenever we make a payment for a loss under this policy, we are subrogated to your right to recover for that loss from any other person. That means that your right to recover for a loss that was partly or totally caused by someone else is automatically transferred to us, to the extent that we have paid you for the loss. We may require you to acknowledge this transfer in writing. After the loss, you may not give up our right to recover this money or do anything that would prevent us from recovering it. If you make any claim against any person who caused your loss and recover any money, you must pay us back first before you may keep any of that money.</p>	<p>When the adjuster believes there may be potential for subrogation, the adjuster should complete FEMA Form 086-0-16 – <a href="#">Cause of Loss and Subrogation Report</a>, to identify a potentially responsible third party; and characterize how their actions may have caused or worsened flood damage. When the adjuster believes the cause of loss may be completely or in part due to an intentional or human cause, the adjuster should complete the NFIP Subrogation Form. Claim handling, review, and payment should proceed as normal. The insurer should make sure the subrogation form Cause of Loss and Subrogation Report is complete, and escalate the matter for a subrogation review.</p>

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T. Continuous Lake Flooding	
<p>1. If an insured building has been flooded by rising lake waters continuously for 90 days or more and it appears reasonably certain that a continuation of this flooding will result in a covered loss to the insured building equal to or greater than the building policy limits plus the deductible or the maximum payable under the policy for any one building loss, we will pay you the lesser of these two amounts without waiting for the further damage to occur if you sign a release agreeing:</p> <ul style="list-style-type: none"> <li>a. To make no further claim under this policy;</li> <li>b. Not to seek renewal of this policy;</li> <li>c. Not to apply for any flood insurance under the Act for property at the described location; and</li> <li>d. Not to seek a premium refund for current or prior terms.</li> </ul> <p>If the policy term ends before the insured building has been flooded continuously for 90 days, the provisions of this paragraph T.1. will apply when the insured building suffers a covered loss before the policy term ends.</p>	<p>Refer to policy language.</p>
<p>2. If your insured building is subject to continuous lake flooding from a closed basin lake, you may elect to file a claim under either paragraph T.1. above or T.2. (A “closed basin lake” is a natural lake from which water leaves primarily through evaporation and whose surface area now exceeds or has exceeded 1 square mile at any time in the recorded past. Most of the nation’s closed basin lakes are in the western half of the United States where annual evaporation exceeds annual precipitation and where lake levels and surface areas are subject to considerable fluctuation due to wide variations in the climate. These lakes may overtop their basins on rare occasions.) Under this paragraph T.2. we will pay your claim as if the building is a total loss even though it has not been continuously inundated for 90 days, subject to the following conditions:</p>	<p>The only Closed Basin Lake recognized by FEMA at this time is Devils Lake, North Dakota.</p> <p>Subject to all other provisions of the SFIP, if an insured building is subject to continuous lake flooding from Devils Lake, the following requirements must be met to be eligible for coverage under the terms of all SFIP forms:</p> <ul style="list-style-type: none"> <li>The building must be located in a participating community eligible for this coverage; and,</li> <li>The subject building must have had NFIP flood insurance coverage continuously beginning on November 30, 1999, and any subsequent owner on or after November 30, 1999, must have an NFIP policy in effect within 60 days of the transfer of title (see: T. 2. g.); and,</li> <li>The policyholder must grant a conservation easement (see: T. 2. b. (2)), and,</li> </ul>



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<p>a. Lake flood waters must damage or imminently threaten to damage your building.</p> <p>b. Before approval of your claim, you must:</p> <ol style="list-style-type: none"> <li>(1) Agree to a claim payment that reflects your buying back the salvage on a negotiated basis; and</li> <li>(2) Grant the conservation easement described in FEMA’s “Policy Guidance for Closed Basin Lakes” to be recorded in the office of the local recorder of deeds. FEMA, in consultation with the community in which the property is located, will identify on a map an area or areas of special consideration (ASC) in which there is a potential for flood damage from continuous lake flooding. FEMA will give the community the agreed-upon map showing the ASC. This easement will only apply to that portion of the property in the ASC. It will allow certain agricultural and recreational uses of the land. The only structures it will allow on any portion of the property within the ASC are certain simple agricultural and recreational structures. If any of these allowable structures are insurable buildings under the NFIP and are insured under the NFIP, they will not be eligible for the benefits of this paragraph T.2. If a U.S. Army Corps of Engineers certified flood control project or otherwise certified flood control project later protects the property, FEMA will, upon request, amend the ASC to remove areas protected by those projects. The restrictions of the easement will then no longer apply to any portion of the property removed from the ASC; and</li> <li>(3) Comply with paragraphs T.1.a. through T.1.d. above.</li> </ol> <p>c. Within 90 days of approval of your claim, you must move your building to a new location outside the ASC. FEMA will give you an additional 30 days to move if you show there is sufficient reason to extend the time.</p> <p>d. Before the final payment of your claim, you must acquire an elevation certificate and a floodplain development permit from the local floodplain administrator for the new location of your building.</p>	<p>The community must have adopted a permanent land-use ordinance on or before July 15, 2001 (see: T. 2. e. (1), (2), and (3)).</p> <p>FEMA will not recognize any increases in coverage limits with effective dates on or after November 30, 1999 (see: T. 2. g.), except when offered by the insurer as a routine inflation-guard increase and purchased by the policyholder. Insured buildings not eligible for the provisions of T. 2. described above, but damaged by continuous lake flooding, will be eligible for those provisions described at T. 1. of the SFIP, subject to the terms and conditions of the T. 1. and the SFIP.</p> <p>Buildings in eligible communities subject to damage from the effects of the Closed Basin Lake, Devils Lake, ND, may file claims if any portion of the insured building, as defined in the SFIP, is at the still-water level derived by official National Weather Service (NWS) forecasts of Devils Lake still-water levels.</p> <p>See <a href="#">Appendix C</a> in this manual for FEMA’s “Policy Guidance for Closed Basin Lakes”.</p>

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<p>e. Before the approval of your claim, the community having jurisdiction over your building must:</p> <ol style="list-style-type: none"> <li>(1) Adopt a permanent land use ordinance, or a temporary moratorium for a period not to exceed 6 months to be followed immediately by a permanent land use ordinance that is consistent with the provisions specified in the easement required in paragraph T.2.b. above.</li> <li>(2) Agree to declare and report any violations of this ordinance to FEMA so that under Section 1316 of the National Flood Insurance Act of 1968, as amended, flood insurance to the building can be denied; and</li> <li>(3) Agree to maintain as deed-restricted, for purposes compatible with open space or agricultural or recreational use only, any affected property the community acquires an interest in. These deed restrictions must be consistent with the provisions of paragraph T.2.b. above, except that, even if a certified project protects the property, the land use restrictions continue to apply if the property was acquired under the Hazard Mitigation Grant Program or the Flood Mitigation Assistance Program. If a non-profit land trust organization receives the property as a donation, that organization must maintain the property as deed-restricted, consistent with the provisions of paragraph T.2.b. above.</li> </ol> <p>f. Before the approval of your claim, the affected State must take all action set forth in FEMA’s “Policy Guidance for Closed Basin Lakes.”</p> <p>g. You must have NFIP flood insurance coverage continuously in effect from a date established by FEMA until you file a claim under paragraph T.2. If a subsequent owner buys NFIP insurance that goes into effect within 60 days of the date of transfer of title, any gap in coverage during that 60-day period will not be a violation of this continuous coverage requirement. For the purpose of honoring a claim under this paragraph T.2., we will not consider to be in effect any increased coverage that became effective after the date established by FEMA. The exception to this is any increased coverage</p>	

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<p>in the amount suggested by your insurer as an inflation adjustment.</p> <p>h. This paragraph T.2. will be in effect for a community when the FEMA Regional Administrator for the affected region provides to the community, in writing, the following:</p> <ul style="list-style-type: none"> <li>(1) Confirmation that the community and the State are in compliance with the conditions in paragraphs T.2.e. and T.2.f. above, and</li> <li>(2) The date by which you must have flood insurance in effect.</li> </ul>	
U. Duplicate Policies Not Allowed	
<p>1. We will not insure your property under more than one NFIP policy.</p> <p>If we find that the duplication was not knowingly created, we will give you written notice. The notice will advise you that you may choose one of several options under the following procedures:</p> <ul style="list-style-type: none"> <li>a. If you choose to keep in effect the policy with the earlier effective date, you may also choose to add the coverage limits of the later policy to the limits of the earlier policy. The change will become effective as of the effective date of the later policy.</li> <li>b. If you choose to keep in effect the policy with the later effective date, you may also choose to add the coverage limits of the earlier policy to the limits of the later policy. The change will be effective as of the effective date of the later policy.</li> </ul> <p>In either case, you must pay the pro rata premium for the increased coverage limits within 30 days of the written notice. In no event will the resulting coverage limits exceed the permissible limits of coverage under the Act or your insurable interest, whichever is less.</p> <p>We will make a refund to you, according to applicable NFIP rules, of the premium for the policy not being kept in effect.</p> <p>2. Your option under Condition U. Duplicate Policies Not Allowed to elect which NFIP policy to keep in effect does not apply when duplicates have been knowingly created. Losses occurring under such circumstances will be adjusted according to the terms and conditions of the earlier policy.</p>	<p>The policyholder cannot benefit from the duplicate flood insurance coverage if a policyholder has two NFIP policies insuring the same property. The first policy purchased is the policy in force at the time of loss. When there is no loss involved, the policyholder may choose to keep either policy. The effective date of the increased coverage begins on the renewal date of the second policy purchased if the policyholder chooses to combine the coverage amounts purchased, and the combined coverage does not exceed the statutory limits.</p> <p>The policyholder may not purchase a SFIP as excess insurance above the coverage provided by the GFIP if a policyholder has a Group Flood Insurance Policy (GFIP) from of a Federal Disaster Declaration. The policyholder may cancel the GFIP and have the coverage purchased under the SFIP become effective on the date no sooner than 30 days after the date the insurer receives the application and payment. GFIP does not refund the unused portion of the premium.</p>

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The policy with the later effective date must be canceled.	
V. Loss Settlement	
<p><b>1. Introduction</b></p> <p>This policy provides three methods of settling losses: Replacement Cost, Special Loss Settlement, and Actual Cash Value. Each method is used for a different type of property, as explained in a–c. below.</p> <ul style="list-style-type: none"> <li>a. Replacement Cost loss settlement, described in V.2. below, applies to a single-family dwelling provided:                             <ul style="list-style-type: none"> <li>(1) It is your principal residence, which means that, at the time of loss, you or your spouse lived there for 80% of:                                     <ul style="list-style-type: none"> <li>(a) The 365 days immediately preceding the loss; or</li> <li>(b) The period of your ownership, if you owned the dwelling for less than 365 days; and</li> </ul> </li> <li>(2) At the time of loss, the amount of insurance in this policy that applies to the dwelling is 80% or more of its full replacement cost immediately before the loss, or is the maximum amount of insurance available under the NFIP.</li> </ul> </li> <li>b. Special loss settlement, described in V.3. below, applies to a single-family dwelling that is a manufactured or mobile home or a travel trailer.</li> <li>c. Actual Cash Value loss settlement applies to a single-family dwelling not subject to replacement cost or special loss settlement, and to the property listed in V.4. below.</li> </ul>	<p>Refer to policy language.</p>
<p><b>2. Replacement Cost Loss Settlement</b></p> <p>The following loss settlement conditions apply to a single-family dwelling described in V.1.a. above:</p> <ul style="list-style-type: none"> <li>a. We will pay to repair or replace the damaged dwelling after application of the deductible and without deduction for depreciation,</li> </ul>	<p>The insurer does not have to withhold the recoverable depreciation until the owner makes the building repairs as required in SFIP Section VII.V.2.c above when the dwelling is eligible for replacement cost loss settlement.</p> <p>See <a href="#">Section 2</a> in this manual for additional guidance.</p>

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<p>but not more than the least of the following amounts:</p> <ul style="list-style-type: none"> <li>(1) The building limit of liability shown on your Declarations Page;</li> <li>(2) The replacement cost of that part of the dwelling damaged, with materials of like kind and quality and for like use; or</li> <li>(3) The necessary amount actually spent to repair or replace the damaged part of the dwelling for like use.</li> </ul> <p>b. If the dwelling is rebuilt at a new location, the cost described above is limited to the cost that would have been incurred if the dwelling had been rebuilt at its former location.</p> <p>c. When the full cost of repair or replacement is more than \$1,000 or more than 5 percent of the whole amount of insurance that applies to the dwelling, we will not be liable for any loss under V.2.a. above or V.4.a.(2) below unless and until actual repair or replacement is completed.</p> <p>d. You may disregard the replacement cost conditions above and make claim under this policy for loss to dwellings on an actual cash value basis. You may then make claim for any additional liability according to V.2.a., b., and c. above, provided you notify us of your intent to do so within 180 days after the date of loss.</p> <p>e. If the community in which your dwelling is located has been converted from the Emergency Program to the Regular Program during the current policy term, then we will consider the maximum amount of available NFIP insurance to be the amount that was available at the beginning of the current policy term.</p>	
<p><b>3. Special Loss Settlement</b></p> <p>a. The following loss settlement conditions apply to a single-family dwelling that:</p> <ul style="list-style-type: none"> <li>(1) Is a manufactured or mobile home or a travel trailer, as defined in II.B.6.b. and c.,</li> <li>(2) Is at least 16 feet wide when fully assembled and has an area of at least 600 square feet within its perimeter walls when fully assembled, and</li> </ul>	<p>There are two ways to settle a loss on a manufactured or mobile home or a travel trailer:</p> <ul style="list-style-type: none"> <li>▪ Total loss is a property that is either not repairable (i.e. destroyed) or the cost to repair exceeds the value of the property: <ul style="list-style-type: none"> <li>If the dwelling is 16 feet wide, at least 600 total square feet, and the principal residence, the loss adjustment is the lesser of the following: <ul style="list-style-type: none"> <li>– Replacement cost, i.e. the value of a new manufactured or mobile home,</li> </ul> </li> </ul> </li> </ul>

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<p>(3) Is your principal residence, as specified in V.1.a.(1) above.</p> <p>b. If such a dwelling is totally destroyed or damaged to such an extent that, in our judgment, it is not economically feasible to repair, at least to its pre-damage condition, we will, at our discretion pay the least of the following amounts:</p> <p style="margin-left: 20px;">(1) The lesser of the replacement cost of the dwelling or 1.5 times the actual cash value, or</p> <p style="margin-left: 20px;">(2) The building limit of liability shown on your Declarations Page.</p> <p>c. If such a dwelling is partially damaged and, in our judgment, it is economically feasible to repair it to its pre-damage condition, we will settle the loss according to the Replacement Cost conditions in V.2. above.</p>	<p>or travel trailer of like kind and quality, delivered to and installed at the described location.</p> <ul style="list-style-type: none"> <li>– 1.5 times the actual cash value, i.e. 1.5 times the documented book value for the year of the existing manufactured or mobile home, or travel trailer, delivered to and installed at the described location.</li> <li>– Amount of coverage purchased under Coverage A - Building.</li> </ul> <p>▪ Repairable loss or a loss not considered a total loss:                      If the dwelling is 16 feet wide, at least 600 total square feet, and the principal residence, settle the loss under Replacement Cost Loss Settlement. (See Section VII.V.2.)                      If the dwelling is not 16 feet wide, or not at least 600 total square feet, or not the principal residence, settle the loss under Actual Cash Value Loss Settlement. (See Section VII.V.4.)</p> <p>The requirement for a policyholder to purchase building coverage to at least 80 percent of the dwelling’s replacement cost value does not apply under Special Loss Settlement.</p>
<p><b>4. Actual Cash Value Loss Settlement</b></p> <p>The types of property noted below are subject to actual cash value (or in the case of V.4.a.(2), below, proportional) loss settlement.</p> <p>a. A dwelling, at the time of loss, when the amount of insurance on the dwelling is both less than 80% of its full replacement cost immediately before the loss and less than the maximum amount of insurance available under the NFIP. In that case, we will pay the greater of the following amounts, but not more than the amount of insurance that applies to that dwelling:</p> <p style="margin-left: 20px;">(1) The actual cash value, as defined in II.B.2., of the damaged part of the dwelling; or</p>	<p>An actual cash value loss settlement is the cost to repair or replace insured building items at the time of the loss, less the building deductible and less its physical depreciation.</p>

(2) A proportion of the cost to repair or replace the damaged part of the dwelling, without deduction for physical depreciation and after application of the deductible. This proportion is determined as follows: If 80% of the full replacement cost of the dwelling is less than the maximum amount of insurance available under the NFIP, then the proportion is determined by dividing the actual amount of insurance on the dwelling by the amount of insurance that represents 80% of its full replacement cost. But if 80% of the full replacement cost of the dwelling is greater than the maximum amount of insurance available under the NFIP, then the proportion is determined by dividing the actual amount of insurance on the dwelling by the maximum amount of insurance available under the NFIP.

When the dwelling is a single-family building and the policyholder’s principal residence, but the insurance carried does not meet the criteria for the replacement cost loss settlement (80 percent of the dwelling’s full replacement cost or maximum policy limits), proportional loss settlement can be more advantageous than the actual cash value settlement. If proportional settlement benefits the insured, use the following formulas to calculate a proportional loss settlement:

$$\text{RCV to pay} = (\text{Insurance carried} \div \text{insurance required}) \times \text{RCV loss}$$

$$\text{Proportional loss payable} = \text{RCV to pay} - \text{deductible}$$

Proportional loss payments should not be:

- Less than the ACV payable loss, because you would then settle at ACV;
- More than the RCV payable loss;
- More than the policy building limit; or,
- More than the maximum statutory amount available for the coverage.

Below is an example of how to calculate a proportional loss settlement.

**Table 6: Proportional Loss Settlement Example**

Item	Value
Building RCV	\$135,000
Insurance Required (80% RCV)	\$108,000
Insurance Carried	\$92,000
Deductible	\$2,000
RCV loss	\$50,500

$$\$92,000 \div \$108,000 \times \$50,500 = \$43,018.52$$

$$\$43,018.52 - \$2,000 = \$41,018.52$$

IMPORTANT – Use a one-step mathematical expression as shown, for the accurate calculation.

b. A two-, three-, or four-family dwelling.

Appliances include refrigerators, stoves, ovens, ranges, trash compactors,

VII. General Conditions	
Policy Language	Additional Explanation
<ul style="list-style-type: none"> <li>c. A unit that is not used exclusively for single-family dwelling purposes.</li> <li>d. Detached garages.</li> <li>e. Personal property.</li> <li>f. Appliances, carpets, and carpet pads.</li> <li>g. Outdoor awnings, outdoor antennas or aerials of any type, and other outdoor equipment.</li> <li>h. Any property covered under this policy that is abandoned after a loss and remains as debris anywhere on the described location.</li> <li>i. A dwelling that is not your principal residence.</li> </ul>	<p>garbage disposals, and the like.</p>
<p><b>5. Amount of Insurance Required</b></p> <p>To determine the amount of insurance required for a dwelling immediately before the loss, we do not include the value of:</p> <ul style="list-style-type: none"> <li>a. Footings, foundations, piers, or any other structures or devices that are below the undersurface of the lowest basement floor and support all or part of the dwelling;</li> <li>b. Those supports listed in V.5.a. above, that are below the surface of the ground inside the foundation walls if there is no basement; and</li> <li>c. Excavations and underground flues, pipes, wiring, and drains.</li> </ul> <p>The Coverage D—Increased Cost of Compliance limit of liability is not included in the determination of the amount of insurance required.</p>	<p>The replacement cost value (RCV) and the amount of insurance required to qualify for replacement cost loss settlement are two separate amounts. The RCV of the building is pertinent to the adjuster completing the Adjuster’s Preliminary Damage Assessment form or determining a potential total loss. Adjusters use adjustment valuation software to generate RCV which typically includes the value to excavate and install foundation components that are below the ground level of a building with no basement, underneath the floor of a building with a basement, and the cost to install underground utility connections. The adjuster should not include the value of the items listed when determining the amount of insurance required. If the loss meets all of the criteria for replacement cost loss settlement, except for the required amount of insurance, the adjuster and examiner must adjust the RCV to exclude the value of the items listed before adjusting the loss settlement at Actual Cash Value.</p>



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### 3 General Property Form

The General Property Form provides flood insurance coverage for owners or leaseholders of non-residential buildings or units, other residential buildings, and personal property in those buildings or units. The General Property form also covers residential condominium buildings that are not insurable under the Residential Condominium Building Association Policy (RCBAP).

I. Agreement	
Policy Language	Additional Explanation
<p>The Federal Emergency Management Agency (FEMA) provides flood insurance under the terms of the National Flood Insurance Act of 1968 and its Amendments, and Title 44 of the Code of Federal Regulations.</p> <p>We will pay you for direct physical loss by or from flood to your insured property if you:</p> <ol style="list-style-type: none"><li>1. Have paid the correct premium;</li><li>2. Comply with all terms and conditions of this policy; and</li><li>3. Have furnished accurate information and statements.</li></ol> <p>We have the right to review the information you give us at any time and to revise your policy based on our review.</p>	<p>This policy is under Federal law, unlike other property lines. Relevant definition at II.B.12 (direct physical loss). Policyholder responsibilities appear at Section VII.J, K. Post-loss underwriting at Section VII.G.</p>

II. Definitions	
Policy Language	Additional Explanation
<p>A. In this policy, “you” and “your” refer to the insured(s) shown on the Declarations Page of this policy. Insured(s) includes: Any mortgagee and loss payee named in the Application and Declarations Page, as well as any other mortgagee or loss payee determined to exist at the time of loss in the order of precedence. “We,” “us,” and “our” refer to the insurer.</p> <p>Some definitions are complex because they are provided as they appear in the law or regulations, or result from court cases. The precise definitions are intended to protect you.</p>	
<p><b>Flood</b>, as used in this flood insurance policy, means:</p> <ol style="list-style-type: none"> <li>1. A general and temporary condition of partial or complete inundation of two or more acres of normally dry land area or of two or more properties (one of which is your property) from:                             <ol style="list-style-type: none"> <li>a. Overflow of inland or tidal waters;</li> <li>b. Unusual and rapid accumulation or runoff of surface waters from any source;</li> <li>c. Mudflow.</li> </ol> </li> </ol>	<p>Flooding requires a general and temporary condition of partial or complete inundation by surface water from any source, from the overflow of inland or tidal waters, the unusual and rapid accumulation of soil and debris containing runoff, or mudflow. (See definition of mudflow at SFIP Section II.B.19.). The inundation must cover two or more acres of normally dry land or two or more properties (parcels of land), one of which must be the policyholders parcel and the other may be public property such as a roadway.</p> <p>The reference to “partial or complete inundation of two or more acres of normally dry land area or of two or more properties” requires that the two or more acres must be continuous acres, and that the two or more inundated properties (parcels of land) must be adjoining.</p>
<ol style="list-style-type: none"> <li>2. Collapse or subsidence of land along the shore of a lake or similar body of water as a result of erosion or undermining caused by waves or currents of water exceeding anticipated cyclical levels which result in a flood as defined in A.1.a. above</li> </ol>	<p>The SFIP also defines a flood as the collapse or subsidence of land along the shore of a lake or similar body of water from erosion or undermining caused by waves or currents of water (velocity flow) exceeding anticipated cyclical levels during a flood from the overflow of inland or tidal waters. Resultant damage to the insured building is covered, while the collapsed land is not covered.</p> <p>The SFIP does not cover damage from earth movement or gradual erosion.</p> <p>See Exclusions at SFIP Section V.C.</p>
<p>B. The following are the other key definitions we use in this policy:</p>	
<ol style="list-style-type: none"> <li>1. <b>Act</b></li> </ol> <p>The National Flood Insurance Act of 1968 and any amendments to it.</p>	<p>Refer to policy language.</p>
<ol style="list-style-type: none"> <li>2. <b>Actual Cash Value</b></li> </ol>	<p>Actual cash value is the cost to replace a building, a building item, or a personal</p>

II. Definitions	
Policy Language	Additional Explanation
<p>The cost to replace an insured item of property at the time of loss, less the value of its physical depreciation.</p>	<p>property item, that includes all charges related to material, labor, and equipment. The unit price may include charges such as delivery, assembly, sales tax, and any applicable overhead and profit, and the like, less applicable depreciation on all components of such price.</p>
<p><b>3. Application</b></p> <p>The statement made and signed by you or your agent in applying for this policy. The application gives information we use to determine the eligibility of the risk, the kind of policy to be issued, and the correct premium payment. The application is part of this flood insurance policy. For us to issue you a policy, the correct premium payment must accompany the application.</p>	<p>The statement made and signed by the prospective policyholder or the agent when applying for a policy. The application contains information including the property description, information to determine eligibility, the policy form, selected coverage and limits, deductible, and the premium amount.</p>
<p><b>4. Base Flood</b></p> <p>A flood having a one percent chance of being equaled or exceeded in any given year.</p>	<p>Refer to policy language.</p>
<p><b>5. Basement</b></p> <p>Any area of the building, including any sunken room or sunken portion of a room, having its floor below ground level (subgrade) on all sides.</p>	<p>The SFIP definition for a basement means the floor level of a room, or any area of a floor level in a building is below the ground level on all sides. This definition may differ from what policyholders may consider their “basement”. The SFIP considers a sunken room or sunken portion of a room is a basement if the floor level is below the ground level on all sides. The entire below-ground-floor-level area, including walls and the ceiling, is subject to basement coverage limitations.</p> <p>Ground level is the surface of the ground immediately along the perimeter of the building. If an exterior area of egress into the building to be below the ground level on all sides, installed over a subgrade, the area of egress is below ground level.</p> <p>A subgrade is a surface of earth leveled off to receive a foundation such as a concrete slab of a building.</p> <p>The insurer may need to engage a qualified, qualified professional (e.g., surveyor) to measure the floor level in question. See <a href="#">Section 2</a> of this manual.</p> <p>Sump wells and elevator pits are not basements because they are not a floor level.</p>

II. Definitions	
Policy Language	Additional Explanation
<p><b>6. Building</b></p> <ul style="list-style-type: none"> <li>a. A structure with two or more outside rigid walls and a fully secured roof, that is affixed to a permanent site;</li> <li>b. A manufactured home (a “manufactured home,” also known as a mobile home, is a structure: built on a permanent chassis, transported to its site in one or more sections, and affixed to a permanent foundation); or</li> <li>c. A travel trailer without wheels built on a chassis and affixed to a permanent foundation, that is regulated under the community’s floodplain management and building ordinances or laws.</li> </ul> <p>Building does not mean a gas or liquid storage tank or a recreational vehicle, park trailer, or other similar vehicle, except as described in B.6.c., above.</p>	<p>The SFIP covers a building, manufactured home (mobile home), or travel trailer, if located at the described location as shown on the Declaration Page. The policy insures only one building.</p> <p>The SFIP requires a building to be affixed to a permanent site, whereas it requires a manufactured home and a travel trailer to be affixed to a permanent foundation.</p> <p>A building is not a gas or liquid storage tank, nor is it a travel trailer (recreational vehicle) with attached wheels.</p> <p>Apply the same rules to determine building and contents coverage with a storage or shipping container, if it is used as a shed/storage building or residence, as you would a manufactured home or travel trailer.</p>
<p><b>7. Cancellation</b></p> <p>Represents the ending of the insurance coverage provided by this policy before the expiration date.</p>	<p>The NFIP <a href="#">Flood Insurance Manual</a> provides an exhaustive list for all valid policy cancellation reasons.</p> <p>The expiration date is the ending of the policy term, the period of coverage provided by the insurance policy.</p> <p>The SFIP is for a one-year term.</p>
<p><b>8. Condominium</b></p> <p>A form of ownership of real property in which each unit owner has an undivided interest in common elements.</p>	<p>Refer to policy language.</p>
<p><b>9. Condominium Association</b></p> <p>The entity, formed by the unit owners, responsible for the maintenance and operation of:</p> <ul style="list-style-type: none"> <li>a. Common elements owned in undivided shares by unit owners; and</li> <li>b. Other real property in which the unit owners have use rights where membership in the entity is a required condition of unit ownership.</li> </ul>	<p>A unit must be part of a condominium governed by a condominium association in order for a unit owner to have coverage eligibility under the Dwelling Form.</p> <p>Homeowners’ associations, townhome associations, and cooperatives, and the like are not condominium associations.</p>

II. Definitions	
Policy Language	Additional Explanation
<p><b>10. Declarations Page</b></p> <p>A computer-generated summary of information you provided in the application for insurance. The Declarations Page also describes the term of the policy, limits of coverage, and displays the premium and our name. The Declarations Page is a part of this flood insurance policy.</p>	<p>Refer to policy language.</p>
<p><b>11. Described Location</b></p> <p>The location where the insured building or personal property is found. The described location is shown on the Declarations Page.</p>	<p>Refer to policy language.</p>
<p><b>12. Direct Physical Loss By or From Flood</b></p> <p>Loss or damage to insured property, directly caused by a flood. There must be evidence of physical changes to the property.</p>	<p>The SFIP only pays for damage caused by direct physical loss by or from flood, as defined by the SFIP. Direct physical loss means flood must physically contact the insured property and there must be evidence of physical change by or from flooding to the insured building or to insured personal property.</p> <p>Several SFIP provisions, each with its own criteria, address specific situations where the condition of direct physical loss by or from flood occurs despite an exclusion that would suggest otherwise. In these specific situations, listed below, the insurer must thoroughly document the presence of the relevant criteria in the claim file for coverage and payment:</p> <ul style="list-style-type: none"> <li>Losses from mudflow and collapse or subsidence of land as a result of erosion specifically covered under the SFIP definition of flood (see SFIP Section V.C., as well as II.A.1.c and II.A.2)</li> <li>Back up of water and water-borne material through sewers or drains, where a flood is the proximate cause of the sewer or drain backup (see SFIP Section V.D.5.a.)</li> <li>Discharge or overflow from a sump, sump pump, or related equipment, where a flood is the proximate cause of the sump pump discharge or overflow (see SFIP Section V.D.5.b.)</li> <li>Seepage or leakage on or through the insured building, where a flood is the proximate cause of the seepage of water (see SFIP Section V.D.5.c.)</li> <li>Pressure or weight of water, where a flood is the proximate cause of the damage from the pressure or weight of water (see SFIP Section V.D.6.)</li> </ul>

II. Definitions	
Policy Language	Additional Explanation
<p><b>13. Elevated Building</b></p> <p>A building that has no basement and has its lowest elevated floor raised above ground level by foundation walls, shear walls, posts, piers, pilings, or columns.</p>	<p>For more information about elevated buildings, see Section 2 of this manual, <a href="#">Lowest Floor Elevation</a>.</p>
<p><b>14. Emergency Program</b></p> <p>The initial phase of a community's participation in the National Flood Insurance Program; only limited amounts of insurance are available under the Act.</p>	<p>Refer to policy language.</p>
<p><b>15. Expense Constant</b></p> <p>A flat charge you must pay on each new or renewal policy to defray the expenses of the Federal Government related to flood insurance.</p>	<p>There is no longer an Expense Constant charge. There is the surcharge imposed by Section 1308 the Homeowner Flood Insurance Affordability Act of 2014 (HFIAA).</p>
<p><b>16. Federal Policy Fee</b></p> <p>A flat charge you must pay on each new or renewal policy to defray certain administrative expenses incurred in carrying out the National Flood Insurance Program. This fee covers expenses not covered by the expense constant.</p>	<p>Refer to policy language.</p>
<p><b>17. Improvements</b></p> <p>Fixtures, alterations, installations, or additions comprising a part of the insured building.</p>	<p>Refer to policy language.</p>
<p><b>18. Mudflow</b></p> <p>A river of liquid and flowing mud on the surfaces of normally dry land areas, as when earth is carried by a current of water. Other earth movements, such as landslide, slope failure, or a saturated soil mass moving by liquidity down a slope, are not mudflows.</p>	<p>A mudflow is liquid mud flowing in a manner akin to water flowing, which causes damage in a manner similar to moving water.</p>
<p><b>19. National Flood Insurance Program (NFIP)</b></p>	<p>Refer to policy language.</p>

II. Definitions	
Policy Language	Additional Explanation
<p>The program of flood insurance coverage and floodplain management administered under the Act and applicable Federal regulations in Title 44 of the Code of Federal Regulations, Subchapter B.</p>	
<p><b>20. Policy</b></p> <p>The entire written contract between you and us. It includes:</p> <ul style="list-style-type: none"> <li>a. This printed form;</li> <li>b. The application and Declarations Page;</li> <li>c. Any endorsement(s) that may be issued; and,</li> <li>d. Any renewal certificate indicating that coverage has been instituted for a new policy and new policy term.</li> </ul> <p>Only one building, which you specifically described in the application, may be insured under this policy.</p>	<p>Refer to policy language.</p>
<p><b>21. Pollutants</b></p> <p>Substances that include, but that are not limited to, any solid, liquid, gaseous or thermal irritant or contaminant, including smoke, vapor, soot, fumes, acids, alkalis, chemicals, and waste. "Waste" includes, but is not limited to, materials to be recycled, reconditioned, or reclaimed.</p>	<p>The policy covers up to \$10,000 damage caused by pollutants to covered property if the discharge, seepage, migration, release, or escape of the pollutants is caused by or results from flood. Testing for or monitoring of pollutants is not covered unless required by law. See the General Property Form Section III.C.3.</p>
<p><b>22. Post-FIRM Building</b></p> <p>A building for which construction or substantial improvement occurred after December 31, 1974, or on or after the effective date of an initial Flood Insurance Rate Map (FIRM), whichever is later.</p>	<p>Start of construction or substantial improvement after December 31, 1974, or on or after the issuance of the community's initial Flood Insurance Rate Map (FIRM), whichever is later. Note: A pre-FIRM building is a building constructed or substantially improved on or before December 31, 1974, or prior to the effective date of the community's initial FIRM, whichever is later.</p>
<p><b>23. Probation Premium</b></p> <p>A flat charge you must pay on each new or renewal policy issued covering property in a community that has been placed on probation under the provisions of 44 CFR 59.24.</p>	<p>Refer to policy language.</p>




II. Definitions	
Policy Language	Additional Explanation
<p><b>24. Regular Program</b></p> <p>The final phase of a community's participation in the National Flood Insurance Program. In this phase, a Flood Insurance Rate Map is in effect and full limits of coverage are available under the Act.</p>	Refer to policy language.
<p><b>25. Residential Condominium Building</b></p> <p>A building owned and administered as a condominium, containing one or more family units and in which at least 75% of the floor area is residential.</p>	Refer to policy language.
<p><b>26. Special Flood Hazard Area (SFHA)</b></p> <p>An area having special flood or mudflow, and/or flood-related erosion hazards, and shown on a Flood Hazard Boundary Map or Flood Insurance Rate Map as Zone A, AO, A1-A30, AE, A99, AH, AR, AR/A, AR/AE, AR/AH, AR/AO, AR/A1-A30, V1-V30, VE, V.</p>	All zones listed are SFHAs. However, the post-FIRM elevated building coverage limitations apply only to Zones A1–A30, AE, AH, AR, AR/A, AR/AE, AR/AH, AR/A1–A30, V1–V30, and VE.
<p><b>27. Stock</b></p> <p>Merchandise held in storage or for sale, raw materials, and in-process or finished goods, including supplies used in their packing or shipping. Stock does not include any property not covered under Section IV. Property Not Covered, except the following:</p> <ul style="list-style-type: none"> <li>a. Parts and equipment for self-propelled vehicles;</li> <li>b. Furnishings and equipment for watercraft;</li> <li>c. Spas and hot-tubs, including their equipment; and</li> <li>d. Swimming pool equipment.</li> </ul>	Refer to policy language.
<p><b>28. Unit</b></p> <p>A unit in a condominium building.</p>	Refer to policy language.
<p><b>29. Valued Policy</b></p> <p>A policy in which the insured and the insurer agree on the value of the property insured, that value being payable in the event of a total loss. The</p>	The SFIP is not a valued policy. A valued policy is a policy where the policyholder and insurer agree on the dollar value of the property at the time a policy is placed. In the

II. Definitions	
Policy Language	Additional Explanation
Standard Flood Insurance Policy is not a valued policy.	event of a total loss, a valued policy pays the agreed dollar value of coverage, without the policyholder proving the value of the loss.

III. Property Covered	
Policy Language	Additional Explanation
<p>A. Coverage A—Building Property</p> <p>We insure against direct physical loss by or from flood to:</p>	
<p>1. The building described on the Declarations Page at the described location. If the building is a condominium building and the named insured is the condominium association, Coverage A includes all units within the building and the improvements within the units, provided the units are owned in common by all unit owners.</p>	<p>Refer to policy language.</p>
<p>2. We also insure building property for a period of 45 days at another location, as set forth in III.C.2.b. Property Removed to Safety.</p>	<p>Refer to policy language.</p>
<p>3. Additions and extensions attached to and in contact with the building by means of a rigid exterior wall, a solid loadbearing interior wall, a stairway, an elevated walkway, or a roof. At your option, additions and extensions connected by any of these methods may be separately insured. Additions and extensions attached to and in contact with the building by means of a common interior wall that is not a solid load-bearing wall are always considered part of the building and cannot be separately insured.</p>	<p>A property owner has the option to separately insure an SFIP-defined addition if the insured property meets the definition of a building. Otherwise, an addition or extension meeting the requirements of General Property Form III.A is covered under the General Property Form as part of the building.</p>
<p>4. The following fixtures, machinery, and equipment, which are covered under Coverage A only:</p> <ul style="list-style-type: none"> <li>a. Awnings and canopies;</li> <li>b. Blinds;</li> <li>c. Carpet permanently installed over unfinished flooring;</li> <li>d. Central air conditioners;</li> <li>e. Elevator equipment;</li> <li>f. Fire extinguishing apparatus;</li> <li>g. Fire sprinkler systems;</li> <li>h. Walk-in freezers;</li> <li>i. Furnaces;</li> <li>j. Light fixtures;</li> <li>k. Outdoor antennas and aerials attached to buildings;</li> <li>l. Permanently installed cupboards, bookcases, paneling, and wallpaper;</li> </ul>	<p>Blinds include vertical, horizontal, and wood or wood-like blinds.</p> <p>Central air conditioners include related built-in equipment for dehumidification, air filtering, and ventilation.</p> <p>Walk-in freezers and coolers must be permanently installed or built-in.</p> <p>Furnaces and radiators include heat pumps, boilers, and related installed equipment for humidification, air filtering, and ventilation.</p> <p>Ranges, cooking stoves, ovens include cooktops, range hoods, and built-in cooking exhaust apparatuses.</p> <p>Refrigerators include wine coolers, and other major appliances that refrigerate.</p>

III. Property Covered	
Policy Language	Additional Explanation
<ul style="list-style-type: none"> <li>m. Pumps and machinery for operating pumps;</li> <li>n. Ventilating equipment; and</li> <li>o. Wall mirrors, permanently installed;</li> <li>p. In the units within the building, installed:                             <ul style="list-style-type: none"> <li>(1) Built-in dishwashers;</li> <li>(2) Built-in microwave ovens;</li> <li>(3) Garbage disposal units;</li> <li>(4) Hot water heaters, including solar water heaters;</li> <li>(5) Kitchen cabinets;</li> <li>(6) Plumbing fixtures;</li> <li>(7) Radiators;</li> <li>(8) Ranges;</li> <li>(9) Refrigerators; and</li> <li>(10) Stoves.</li> </ul> </li> </ul>	
<p>5. Materials and supplies to be used for construction, alteration, or repair of the insured building while the materials and supplies are stored in a fully enclosed building at the described location or on an adjacent property.</p>	<p>Refer to policy language.</p>
<p>6. A building under construction, alteration, or repair at the described location:</p> <ul style="list-style-type: none"> <li>a. If the structure is not yet walled or roofed as described in the definition for building (see II.6.a.), then coverage applies:                             <ul style="list-style-type: none"> <li>(1) Only while such work is in progress; or</li> <li>(2) If such work is halted, only for a period of up to 90 continuous days thereafter.</li> </ul> </li> <li>b. However, coverage does not apply until the building is walled and roofed if the lowest floor, including the basement floor, of a non-elevated building or the lowest elevated floor of an elevated building is:                             <ul style="list-style-type: none"> <li>(1) Below the base flood elevation in Zones AH, AE, A1–A30, AR, AR/AE, AR/AH, AR/A1–A30, AR/A, AR/AO; or</li> <li>(2) Below the base flood elevation adjusted to include the effect of wave action in Zones VE or V1–V30.</li> </ul> </li> </ul>	<p>The SFIP only covers buildings under construction affixed to a permanent site. For example, NFIP does not cover a building elevated on temporary cribbing and not affixed to a permanent site.</p> <p>The SFIP covers building materials and supplies for the insured building under construction stored in a fully enclosed building up to building policy limits per General Property Form Section III.A.5.</p> <p>The deductible for buildings under construction, alteration, or repair is double the applicable deductible. See General Property Form Section VI.A.</p> <p>The SFIP does not cover a building under construction if work stops for 90 continuous days. Coverage will resume when work resumes.</p> <p>NFIP does not cover a post-FIRM building under construction before it is walled and roofed when the basement floor or the lowest elevated floor is:</p> <p style="padding-left: 40px;">Below Base Flood Elevation (BFE) in Zones AH, AE, A1–A30, AR, AR/AE,</p>

III. Property Covered	
Policy Language	Additional Explanation
<p>The lowest floor levels are based on the bottom of the lowest horizontal structural member of the floor in Zones VE or V1–V30 and the top of the floor in Zones AH, AE, A1–A30, AR, AR/AE, AR/AH, AR/A1–A30, AR/A, AR/AO.</p>	<p>AR/AH, AR/A1–A30, AR/A, or AR/AO. Below the BFE adjusted for wave action in Zones VE or V1–V30.</p> <p>The SFIP does not cover tools for construction, such as forms, cribbing, power tools, etc.</p>
<p>7. A manufactured home or a travel trailer as described in the Definitions Section (see II.B.6.b. and II.B.6.c.).</p> <p>If the manufactured home or travel trailer is in a special flood hazard area, it must be anchored in the following manner at the time of the loss:</p> <ul style="list-style-type: none"> <li>a. By over-the-top or frame ties to ground anchors; or</li> <li>b. In accordance with the manufacturer’s specifications; or</li> <li>c. In compliance with the community’s floodplain management requirements unless it has been continuously insured by the NFIP at the same described location since September 30, 1982.</li> </ul>	<p>A manufactured (mobile) home is a structure built on a permanent chassis, transported to its site in one or more sections, and affixed to a permanent foundation. It can be a travel trailer without wheels, built on a chassis, affixed to a permanent foundation that a community regulates under its floodplain management and building ordinances. The term “manufactured home” does not include a “recreational vehicle.”</p> <p>For the SFIP to insure a manufactured home, the owner must affix it to a permanent foundation. A permanent foundation for a manufactured home may be a poured masonry slab, foundation walls, piers, or block supports. The foundation, not the wheels and or the axles, must support all of the weight of the manufactured (mobile) home.</p> <p>If the mobile home is in a Special Flood Hazard Area (SFHA), the owner must anchor it to a permanent foundation to resist flotation, collapse, or lateral movement by:</p> <ul style="list-style-type: none"> <li>Providing over-the-top or frame ties to ground anchors.</li> <li>Following the manufacturer’s specification for anchoring.</li> <li>Complying with the community’s floodplain management requirements.</li> </ul>
<p>8. Items of property in a building enclosure below the lowest elevated floor of an elevated post-FIRM building located in zones A1–A30, AE, AH, AR, AR/A, AR/AE, AR/AH, AR/A1–A30, V1–V30, or VE, or in a basement, regardless of the zone. Coverage is limited to the following:</p> <ul style="list-style-type: none"> <li>a. Any of the following items, if installed in their functioning locations and, if necessary for operation, connected to a power source:</li> </ul>	<p>The SFIP does not cover items that are not listed under this provision that are installed or located either in a basement or below the lowest elevated floor of a post-FIRM building in an SFHA, interior or exterior.</p> <p>This post-FIRM elevated building limitation does not apply to SFHA Zones A, AO, A99, AR/AO, V, and VO. Basement limitations apply in all zones.</p>
<ul style="list-style-type: none"> <li>(1) Central air conditioners;</li> </ul>	<p>Central air conditioners include related built-in equipment for dehumidification, air filtering, and ventilation.</p>

III. Property Covered	
Policy Language	Additional Explanation
<p>(2) Cisterns and the water in them;</p>	<p>Refer to policy language.</p>
<p>(3) Drywall for walls and ceilings in a basement and the cost of labor to nail it, unfinished and unfloated and not taped, to the framing;</p>	<p>Unfinished, unfloated, and not taped drywall installed anywhere in a basement. The SFIP will also pay for unfinished, unfloated, and not taped drywall in lieu of paneling or any finished wall treatment. The SFIP does not cover interior framed walls or interior partition walls.</p> <p>For an elevated building located in an SFHA, full coverage begins at the lowest elevated floor. This is the lowest floor raised above ground, even if the pilings extend beyond it (see <a href="#">Lowest Elevated Floor Determination</a>, in Section 2 this manual). Items of property that include but not limited to, garage doors, exterior doors, windows, and drywall that originate below the lowest elevated floor is subject to the post firm limitations and excluded.</p> <p>The SFIP does not cover items, interior or exterior, located below the lowest elevated floor of a post-FIRM elevated building.</p>
<p>(4) Electrical junction and circuit breaker boxes; (5) Electrical outlets and switches;</p>	<p>Electrical junction and circuit breaker boxes include a junction box, which serves as an unfinished basic light fixture. See <a href="#">Figure 16</a> below. The SFIP does not cover finished lighting, which is an improvement as defined in Section II.B.17 of the SFIP.</p> <p style="text-align: center;"><b>Figure 16: Unfinished Basic Light Fixture</b></p> <div style="text-align: center;">  </div>
<p>(6) Elevators, dumbwaiters, and related equipment, except for related equipment installed below the base flood elevation after September 30, 1987;Elevators, dumbwaiters, and related equipment, except for</p>	<p>For elevators and dumbwaiters installed below the BFE after September 30, 1987, coverage is limited to the cab and the included controls installed on or in the cab. Related equipment is everything except the cab and the included</p>

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related equipment installed below the base flood elevation after September 30, 1987;	controls, and is not covered.
(7) Fuel tanks and the fuel in them;	Fuel tanks and the fuel in them include a connected fuel gauge or fuel filter.
(8) Furnaces and hot water heaters;	Furnaces and hot water heaters include boilers and permanently installed equipment for humidification, air filtering, and ventilation. This includes those portions of the central HVAC in a building enclosure below the LFE or basement, including boilers and connected radiators and hot water baseboards. This does not include electric baseboard heaters whether hardwired to the electrical system or not.
(9) Heat pumps;	Heat pumps and other central HVAC units permanently installed equipment related to humidification, dehumidification, air filtering, and ventilation.
(10) Nonflammable insulation in a basement;	<p>Nonflammable insulation in a basement includes:</p> <p style="padding-left: 40px;">Nonflammable insulation in walls and ceilings.</p> <p style="padding-left: 40px;">Nonflammable insulation installed between joists within the lowest elevated floor and unfinished protective weather barriers affixed to floor joists.</p> <p>The SFIP does not cover unattached protective barriers located in a crawlspace and subject to basement or post-FIRM coverage limitations.</p>
(11) Pumps and tanks used in solar energy systems;	Refer to policy language.
(12) Stairways and staircases attached to the building, not separated from it by elevated walkways;	Stairways and staircases attached to the building, not separated from it by elevated walkways, includes an exterior staircase into a basement that is part of the building and enclosed by an addition defined under SFIP Section III.A.2. The SFIP does not cover the basement exterior egress staircase located outside of the perimeter building walls, even if covered by a roof or door. See SFIP Section IV.9.
(13) Sump pumps; (14) Water softeners and the chemicals in them, water filters, and faucets	Refer to policy language.


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<p>installed as an integral part of the plumbing system;</p> <p>(15) Well water tanks and pumps;</p> <p>(16) Required utility connections for any item in this list; and</p> <p>(17) Footings, foundations, posts, pilings, piers, or other foundation walls and anchorage systems required to support a building.</p>	<p>Well water tanks and pumps include the pressure switch, pressure valve, and gauge.</p> <p>Refer to policy language.</p> <p>Footings, foundations, posts, pilings, piers, or other foundation walls and anchorage systems required to support a building:</p> <p style="padding-left: 40px;">Include windows and doors installed in the perimeter foundation walls of an SFIP-defined basement area, i.e., garage door or sliding glass door. Include vents installed in the foundation wall of a post-FIRM elevated building.</p> <p style="padding-left: 40px;">Does not include screen or storm doors, or a door covering or enclosing an exterior egress in a basement, such as a Bilco™ door.</p>
<p>b. Clean-up.</p>	<p>Clean-up includes:</p> <ul style="list-style-type: none"> <li>Pumping out trapped floodwater</li> <li>Labor to remove or extract spent cleaning solutions</li> <li>Treatment for mold and mildew</li> <li>Structural drying of salvageable interior foundation elements</li> </ul> <p>The SFIP does not cover clean-up of an item or property located in areas subject to basement and post-FIRM coverage limitations – that is, the property must itself be covered under SFIP Section III(A)(8) –or for items or loss otherwise excluded under this policy.</p> <p>Clean-up is not debris removal. See SFIP Section III.C.1. for Debris Removal.</p>
<b>B. Coverage B—Personal Property</b>	
<p>1. If you have purchased personal property coverage, we insure, subject to B.2., 3. and 4. below, against direct physical loss by or from flood to personal property inside the fully enclosed insured building:</p> <p style="padding-left: 20px;">a. Owned solely by you, or in the case of a condominium, owned solely by the</p>	<p>The SFIP does not cover personal property items not within <u>the</u> fully enclosed insured building at the described location.</p> <p>See SFIP Section III.C.2.b. for Property Removed to Safety.</p>



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<p>condominium association and used exclusively in the conduct of the business affairs of the condominium association; or</p> <p>b. Owned in common by the unit owners of the condominium association.</p> <p>We also insure such personal property for 45 days while stored at a temporary location, as set forth in III.C.2.b. Property Removed to Safety.</p>	
<p>2. When this policy covers personal property, coverage will be either for household personal property or other than household personal property, while within the insured building, but not both.</p> <p>a. If this policy covers household personal property, it will insure household personal property usual to a living quarters, that:</p> <p style="margin-left: 20px;">(1) Belongs to you, or a member of your household, or at your option:</p> <p style="margin-left: 40px;">(a) Your domestic worker;</p> <p style="margin-left: 40px;">(b) Your guest; or</p> <p style="margin-left: 20px;">(2) You may be legally liable for.</p> <p>b. If this policy covers other than household personal property, it will insure your:</p> <p style="margin-left: 20px;">(1) Furniture and fixtures;</p> <p style="margin-left: 20px;">(2) Machinery and equipment;</p> <p style="margin-left: 20px;">(3) Stock; and</p> <p style="margin-left: 20px;">(4) Other personal property owned by you and used in your business, subject to IV. Property Not Covered.</p>	<p>The SFIP does not cover personal property items not within the building as defined by the policy.</p>
<p>3. Coverage for personal property includes the following property, subject to B.1.a. and B.1.b. above, which is covered under Coverage B only:</p> <p>a. Air conditioning units installed in the building;</p> <p>b. Carpet, not permanently installed, over unfinished flooring;</p> <p>c. Carpets over finished flooring;</p> <p>d. Clothes washers and dryers;</p> <p>e. “Cook-out” grills;</p> <p>f. Food freezers, other than walk-in, and food in any freezer;</p>	<p>Coverage A – Building Property covers through-the-wall air conditioning units that are permanently installed.</p> <p>Clothes washers and dryers including the dryer exhaust vent kit.</p> <p>Coverage B applies to food freezers only. NFIP considers an appliance that both refrigerates and freezes as a refrigerator and covers it under Coverage A – Building Property</p>

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<ul style="list-style-type: none"> <li>g. Outdoor equipment and furniture stored inside the insured building;</li> <li>h. Ovens and the like; and</li> <li>i. Portable microwave ovens and portable dishwashers.</li> </ul>	
<p>4. Items of property in a building enclosure below the lowest elevated floor of an elevated post-FIRM building located in Zones A1-A30, AE, AH, AR, AR/A, AR/AE, AR/AH, AR/A1-A30, V1-V30, or VE, or in a basement, regardless of the zone, is limited to the following items, if installed in their functioning locations and, if necessary for operation, connected to a power source:</p> <ul style="list-style-type: none"> <li>a. Air conditioning units-portable or window type;</li> <li>b. Clothes washers and dryers; and</li> <li>c. Food freezers, other than walk-in, and food in any freezer.</li> </ul>	<p>This provision does not apply to Zones A, AO, A99, AR/AO, V, and VO.</p> <p>Coverage A – Building Property covers through-the-wall air conditioning units that are permanently installed. Clothes washers and dryers include a dryer exhaust vent kit. Coverage B applies to food freezers only. NFIP considers an appliance that both refrigerates and freezes as a refrigerator and covers it under Coverage A – Building Property.</p> <p>This provision does not apply to Zones A, AO, A99, AR/AO, V, and VO.</p>
<p>5. <b>Special Limits:</b> We will pay no more than \$2,500 for any loss to one or more of the following kinds of personal property:</p> <ul style="list-style-type: none"> <li>a. Artwork, photographs, collectibles, or memorabilia, including but not limited to, porcelain or other figures, and sports cards;</li> <li>b. Rare books or autographed items;</li> <li>c. Jewelry, watches, precious and semi-precious stones, articles of gold, silver, or platinum;</li> <li>d. Furs or any article containing fur which represents its principal value; or</li> </ul>	<p>Payments for these items may not exceed \$2,500.00 in aggregate.</p>
<p>6. We will pay only for the functional value of antiques.</p>	<p>The SFIP does not value an antique based on the rarity of the item, nor does it apply depreciation based solely on age or its physical condition. The SFIP bases the value of an antique item on its functional value considering its quality. The adjuster should apply depreciation based on its restored condition at the time of the loss.</p> <p>SFIP-covered Functional value for an antique = Agreed appraised value – Intangible value – Depreciation</p> <p>As an example, a 400-year-old fully restored chair formerly owned by a historical figure is appraised by a certified industry professionally at \$25,000.</p>

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	The chair has seen general usage for 3-years after its restoration date. Applying judgment, a new chair with the same or similar functional design, material quality, and craftsmanship is comparably worth \$3500. Less 3 percent depreciation, the SFIP would pay the functional value of \$3,395, as functional value must also take into account depreciation.
<p>7. If you are a tenant, you may apply up to 10% of the Coverage B limit to improvements:</p> <ul style="list-style-type: none"> <li>a. Made a part of the building you occupy; and</li> <li>b. You acquired, or made at your expense, even though you cannot legally remove.</li> </ul> <p>This coverage does not increase the amount of insurance that applies to insured personal property.</p>	<p>The SFIP does not allow duplication of benefits with another NFIP policy. Insurers may not pay for property as tenant improvements and pay for the same scope for the same items under a building owner’s policy. The insurer must obtain the lease agreement to verify the insurable interest before making a payment under this provision. For policyholders who are tenants, appliances such as refrigerators, stoves, ovens, ranges, and dishwashers are not subject to the 10 percent limitation.</p>
<p>8. If you are a condominium unit owner, you may apply up to 10% of the Coverage B limit to cover loss to interior:</p> <ul style="list-style-type: none"> <li>a. Walls,</li> <li>b. Floors, and</li> <li>c. Ceilings,</li> </ul> <p>that are not covered under a policy issued to the condominium association insuring the condominium building.</p> <p>This coverage does not increase the amount of insurance that applies to insured personal property.</p>	<p>Refer to policy language.</p>
<p>9. If you are a tenant, personal property must be inside the fully enclosed building.</p>	<p>Personal property must be inside the fully enclosed and insured building as defined by the policy for coverage to apply.</p>
C. Coverage C—Other Coverages	
<p>1. Debris Removal</p> <ul style="list-style-type: none"> <li>a. We will pay the expense to remove non-owned debris that is on or in insured property and debris of insured property anywhere.</li> </ul>	<p>Insured property means the insured dwelling and covered personal property.</p> <p>The SFIP does not pay for removal of:</p>

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<p>b. If you or a member of your household perform the removal work, the value of your work will be based on the Federal minimum wage.</p> <p>c. This coverage does not increase the Coverage A or Coverage B limit of liability</p>	<p>Non-covered debris anywhere, such as a non-covered damaged property or debris located in the yard, driveway, or on another parcel of land.</p> <p>Non-covered items of property even if the removal of the item facilitates cleanup or covered building repairs, such as the removal of carpet installed inside a basement, or the removal plants, shrubs or trees along the perimeter of the building to access foundation or siding repairs.</p> <p>See <a href="#">Debris Removal</a> in Section 2 of this manual.</p>
<p><b>2. Loss Avoidance Measures</b></p> <p>a. Sandbags, Supplies, and Labor</p> <p>(1) We will pay up to \$1,000 for the costs you incur to protect the insured building from a flood or imminent danger of flood, for the following:</p> <p>(a) Your reasonable expenses to buy:</p> <ul style="list-style-type: none"> <li>(i) Sandbags, including sand to fill them;</li> <li>(ii) Fill for temporary levees;</li> <li>(iii) Pumps; and</li> <li>(iv) Plastic sheeting and lumber used in connection with these items; and</li> </ul> <p>(b) The value of work, at the Federal minimum wage, that you perform.</p> <p>(2) This coverage for Sandbags, Supplies, and Labor only applies if damage to insured property by or from flood is imminent and the threat of flood damage is apparent enough to lead a person of common prudence to anticipate flood damage. One of the following must also occur:</p> <p>(a) General and temporary condition of flooding in the area near the described location must occur, even if the flood does not reach the insured building; or</p> <p>(b) A legally authorized official must issue an evacuation order or</p>	<p>The SFIP only covers those items specifically noted. The policyholder must provide receipts for covered materials they purchased. Additionally, the NFIP reimburses the policyholder labor at the Federal minimum wage at the time of the loss.</p> <p>Water-filled bladders, as shown in <a href="#">Figure 17</a>, are considered a temporary levee for the purposes of loss avoidance coverage. However, because these are reusable, the SFIP will pay the cost to purchase the bladder once, but only when the initial purchased is in connection to the claimed flood event. After that event, any future claim for loss avoidance here is limited to the labor and fill material.</p> <p style="text-align: center;"><b>Figure 17: Water-Filled Bladder</b></p> 

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<p>other civil order for the community in which the insured building is located calling for measures to preserve life and property from the peril of flood.</p> <p>This coverage does not increase the Coverage A or Coverage B limit of liability.</p>	
<p><b>b. Property Removed to Safety</b></p> <p>(1) We will pay up to \$1,000 for the reasonable expenses you incur to move insured property to a place other than the described location that contains the property in order to protect it from flood or the imminent danger of flood.</p> <p>Reasonable expenses include the value of work, at the Federal minimum wage, that you perform.</p> <p>(2) If you move insured property to a place other than the described location that contains the property, in order to protect it from flood or the imminent danger of flood, we will cover such property while at that location for a period of 45 consecutive days from the date you begin to move it there. The personal property that is moved must be placed in a fully enclosed building, or otherwise reasonably protected from the elements.</p> <p>Any property removed, including a moveable home described in II.6.b. and c., must be placed above ground level or outside of the special flood hazard area.</p> <p>This coverage does not increase the Coverage A or Coverage B limit of liability.</p>	<p>The SFIP coverage of “reasonable expenses” under this provision is limited to the policyholder’s removal, storage, and return of covered building and personal property to the location described on the declarations page. The insurer may reimburse the policyholder for related expenses for labor of the policyholder and family members at Federal minimum wage, and incurred transportation and storage costs. The policyholder must itemize and support these expenses with valid proof of payment. Coverage here is limited only to the length of time that a flood or the imminent danger of flood exists. Payment under this provision does not increase Coverage A – Building Property or Coverage B – Personal Property limits of liability.</p> <p>The SFIP will cover from the peril of flood, the property relocated to another location for a period of 45 consecutive days from the date the policyholder began to move the property. If the policyholder does not place the property in a fully enclosed building, the property must be secured to prevent flotation out of the building. If the property floats out or away from the building used to reasonably protect the property from the elements, it will be conclusively presumed that the policyholder did not reasonably secure the property. In that case there is no coverage for the property.</p> <p>Regarding the provision “must be placed above ground level or outside of the SFHA”, the relocated site of the property must be a reasonable location to prevent loss compared to the described location. For example, where surrounding terrain is sloped, the site of the relocated property must be on a higher elevation than the floor level of the building at described location where the property was originally located; the policyholder may not relocate the property to a basement. Where the surrounding terrain is level and the site of the relocated property is considered within the same flood hazard area, the property must be placed on a floor level in the relocated building that is a higher elevation compared to the floor level in the building at the described location where the property was originally located. The property may not be relocated into a lower enclosure below an elevated floor within a post-FIRM</p>

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<p><b>3. Pollution Damage</b></p> <p>We will pay for damage caused by pollutants to covered property if the discharge, seepage, migration, release, or escape of the pollutants is caused by or results from flood. The most we will pay under this coverage is \$10,000. This coverage does not increase the Coverage A or Coverage B limits of liability. Any payment under this provision when combined with all other payments for the same loss cannot exceed the replacement cost or actual cash value, as appropriate, of the covered property. This coverage does not include the testing for or monitoring of pollutants unless required by law or ordinance.</p>	<p>building located in a SFHA.</p> <p>Refer to policy language.</p>
D. Coverage D— Increased Cost of Compliance	
<p><b>1. General</b></p> <p>This policy pays you to comply with a State or local floodplain management law or ordinance affecting repair or reconstruction of a structure suffering flood damage. Compliance activities eligible for payment are: elevation, floodproofing, relocation, or demolition (or any combination of these activities) of your structure. Eligible floodproofing activities are limited to:</p> <ul style="list-style-type: none"> <li>a. Non-residential structures.</li> <li>b. Residential structures with basements that satisfy FEMA’s standards published in the Code of Federal Regulations [44 CFR 60.6 (b) or (c)].</li> </ul>	<p>Refer to policy language.</p>
<p><b>2. Limit of Liability</b></p> <p>We will pay you up to \$30,000 under this Coverage D—Increased Cost of Compliance, which only applies to policies with building coverage (Coverage A). Our payment of claims under Coverage D is in addition to the amount of coverage which you selected on the application and which appears on the Declarations Page. But the maximum you can collect under this policy for both Coverage A (Building Property) and Coverage D (Increased Cost of Compliance) cannot exceed the maximum permitted under the Act.</p>	<p>All three SFIP forms provide Increased Cost of Compliance (ICC) benefits as Coverage D. Increased Cost of Compliance. ICC provides up to \$30,000 toward the cost of bringing a flood-damaged structure into compliance with state or community floodplain management laws or ordinances governing repair or reconstruction following a flood.</p>

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<p>We do NOT charge a separate deductible for a claim under Coverage D.</p> <p><b>3. Eligibility</b></p> <p>a. A structure covered under Coverage A—Building Property sustaining a loss caused by a flood as defined by this policy must:</p> <p>(1) Be a “repetitive loss structure.” A “repetitive loss structure” is one that meets the following conditions:</p> <p>(a) The structure is covered by a contract of flood insurance issued under the NFIP.</p> <p>(b) The structure has suffered flood damage on 2 occasions during a 10-year period that ends on the date of the second loss.</p> <p>(c) The cost to repair the flood damage, on average, equaled or exceeded 25% of the market value of the structure at the time of each flood loss.</p> <p>(d) In addition to the current claim, the NFIP must have paid the previous qualifying claim, and the State or community must have a cumulative, substantial damage provision or repetitive loss provision in its floodplain management law or ordinance being enforced against the structure; or</p> <p>(2) Be a structure that has had flood damage in which the cost to repair equals or exceeds 50% of the market value of the structure at the time of the flood. The State or community must have a substantial damage provision in its floodplain management law or ordinance being enforced against the structure.</p> <p>b. This Coverage D pays you to comply with State or local floodplain management laws or ordinances that meet the minimum standards of the National Flood Insurance Program found in the Code of Federal Regulations at 44 CFR 60.3. We pay for compliance activities that exceed those standards under these conditions:</p> <p>(1) 3.a.(1) above.</p> <p>(2) Elevation or floodproofing in any risk zone to preliminary or advisory base flood elevations provided by FEMA which the State or local</p>	<p>To be eligible for ICC, the community must declare the building substantially damaged. The amount paid for Coverage D – ICC and Coverage A – Building Property cannot exceed the maximum program limits of \$500,000 General Property Form.</p> <p>ICC is not available in Emergency Program communities.</p> <p>ICC is not available for:</p> <ul style="list-style-type: none"> <li>• Contents-only policies.</li> <li>• Group Flood Insurance policies.</li> <li>• Dwelling Form policies on individual condominium units in a multi-unit building.</li> </ul> <p>ICC coverage is available through the condominium association’s flood policy. No separate deductible applies.</p> <p>ICC Claims</p> <p>The date of loss of the ICC claim is the date of loss of the underlying flood claim that triggers the requirement to comply with a community law or ordinance.</p> <p>Policyholders have up to six years from the date of the underlying flood loss to complete the eligible mitigation activity. Policyholders should know that initiating a mitigation project before receiving a substantial damage declaration from the community may jeopardize their eligibility to receive an ICC payment.</p> <p>For buildings in Zones B, C, X, D, unnumbered A and V, and A99, the adjuster must document why a building must undergo mitigation and obtain a written statement from the community to substantiate the ICC claim.</p> <p>For communities with a cumulative damage language in their ordinance, the building must have sustained two flood losses in 10 years, averaging 25 percent of the building’s value. The adjuster must verify that the community ordinance has such cumulative damage language and that the NFIP paid a</p>

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<p>government has adopted and is enforcing for flood-damaged structures in such areas. (This includes compliance activities in B, C, X, or D zones which are being changed to zones with base flood elevations. This also includes compliance activities in zones where base flood elevations are being increased, and a flood-damaged structure must comply with the higher advisory base flood elevation.) Increased Cost of Compliance coverage does not apply to situations in B, C, X, or D zones where the community has derived its own elevations and is enforcing elevation or floodproofing requirements for flood-damaged structures to elevations derived solely by the community.</p> <p>(3) Elevation or floodproofing above the base flood elevation to meet State or local “freeboard” requirements, i.e., that a structure must be elevated above the base flood elevation.</p> <p>c. Under the minimum NFIP criteria at 44 CFR 60.3 (b)(4), States and communities must require the elevation or floodproofing of structures in unnumbered A zones to the base flood elevation where elevation data is obtained from a Federal, State, or other source. Such compliance activities are also eligible for Coverage D.</p> <p>d. This coverage will also pay for the incremental cost, after demolition or relocation, of elevating or floodproofing a structure during its rebuilding at the same or another site to meet State or local floodplain management laws or ordinances, subject to Exclusion D.5.g. below.</p> <p>e. This coverage will also pay to bring a flood damaged structure into compliance with State or local floodplain management laws or ordinances even if the structure had received a variance before the present loss from the applicable floodplain management requirements</p>	<p>claim for both qualifying losses.</p> <p>ICC does not pay for testing, monitoring, clean up, removal, containment, treatment, detoxification, or neutralization of pollutants even if required by community ordinance.</p> <p>Repetitive Loss Properties</p> <p>ICC is also available for repetitive loss properties. The NFIP defines a Repetitive Loss Structure as a building covered by an NFIP policy that has incurred flood-related damages on two occasions during a 10-year period ending on the date of the event for which the insured makes a second claim. The cost of repairing the flood damage, on the average, must equal or exceed 25 percent of the market value of the building at the time of each flood.</p> <p>Substantial Damage</p> <p>Insurers may only open an ICC claim when the community declares a building substantially damaged in writing. Neither FEMA nor the insurer can determine substantial damage or issue a substantial damage declaration. The community has the sole authority to determine substantial damage.</p> <p>Substantial damage can include non-covered, flood-related damage to a building due to earth movement or other code-required upgrades to a flood-damaged building’s electrical or HVAC systems if the building meets Coverage D – ICC eligibility requirements. ICC does not cover the cost to repair pre-existing damage, damage from other causes of loss such as wind or fire, betterments or improvements, remodeling, additional costs associated with structural modifications, any change in the size of the building, and other non-flood related damage. So, having more than 50 percent damage may trigger a requirement to comply with the local floodplain management ordinances, however ICC coverage does not apply unless the substantial damage is strictly from the flood.</p> <p>See <a href="#">Section 3</a> Increased Cost of Compliance, of this manual for more detail.</p>
<p><b>4. Conditions</b></p> <p>a. When a structure covered under Coverage A-Building Property sustains a</p>	<p>ICC pays for the following mitigation activities or combination thereof:</p>



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<p>loss caused by a flood, our payment for the loss under this Coverage D will be for the increased cost to elevate, floodproof, relocate, or demolish (or any combination of these activities) caused by the enforcement of current State or local floodplain management ordinances or laws. Our payment for eligible demolition activities will be for the cost to demolish and clear the site of the building debris or a portion thereof caused by the enforcement of current State or local floodplain management ordinances or laws. Eligible activities for the cost of clearing the site will include those necessary to discontinue utility service to the site and ensure proper abandonment of on-site utilities.</p> <p>b. When the building is repaired or rebuilt, it must be intended for the same occupancy as the present building unless otherwise required by current floodplain management ordinances or laws.</p>	<p>Floodproofing to reduce the potential for flood damage by keeping floodwater out of a building, for nonresidential structures and for certain residential structures that satisfy FEMA’s standards under 44 C.F.R. 60.6(b) or (c).</p> <p>Elevation to raise a building to or above the BFE plus freeboard adopted by a community, adopted Advisory Base Flood Elevations (ABFE), or the best available data provided by FEMA.</p> <p>Demolition when a building is in such poor condition that elevation and relocation are not technically feasible or cost effective.</p> <p>Relocation to move a building outside of the floodplain.</p> <p>See <a href="#">Section 3</a> Increased Cost of Compliance, of this manual for more detail.</p>
<p><b>5. Exclusions</b></p> <p>Under this Coverage D-Increased Cost of Compliance, we will not pay for:</p> <p>a. The cost to comply with any floodplain management law or ordinance in communities participating in the Emergency Program.</p> <p>b. The cost associated with enforcement of any ordinance or law that requires any insured or others to test for, monitor, clean up, remove, contain, treat, detoxify or neutralize, or in any way respond to, or assess the effects of pollutants.</p> <p>c. The loss in value to any insured building or other structure due to the requirements of any ordinance or law.</p> <p>d. The loss in residual value of the undamaged portion of a building demolished as a consequence of enforcement of any State or local floodplain management law or ordinance.</p> <p>e. Any Increased Cost of Compliance under this Coverage D:</p> <p style="margin-left: 20px;">(1) Until the building is elevated, floodproofed, demolished, or relocated on the same or to another premises; and</p> <p style="margin-left: 20px;">(2) Unless the building is elevated, floodproofed, demolished, or relocated as soon as reasonably possible after the loss, not to exceed two years.</p> <p>f. Any code upgrade requirements, e.g., plumbing or electrical wiring, not</p>	<p>Refer to policy language.</p>

III. Property Covered	
Policy Language	Additional Explanation
<p>specifically related to the State or local floodplain management law or ordinance.</p> <ul style="list-style-type: none"> <li>g. Any compliance activities needed to bring additions or improvements made after the loss occurred into compliance with State or local floodplain management laws or ordinances.</li> <li>h. Loss due to any ordinance or law that you were required to comply with before the current loss.</li> <li>i. Any rebuilding activity to standards that do not meet the NFIP's minimum requirements. This includes any situation where the insured has received from the State or community a variance in connection with the current flood loss to rebuild the property to an elevation below the base flood elevation.</li> <li>j. Increased Cost of Compliance for a garage or carport.</li> <li>k. Any structure insured under an NFIP Group Flood Insurance Policy.</li> <li>l. Assessments made by a con-dominium association on individual condominium unit owners to pay increased costs of repairing commonly owned buildings after a flood in compliance with State or local floodplain management ordinances or laws.</li> </ul>	
<p><b>6. Other Provisions</b></p> <p>All other conditions and provisions of this policy apply.</p>	<p>Refer to policy language.</p>

IV. Property Not Covered	
Policy Language	Additional Explanation
We do not cover any of the following property:	
<p>1. Personal property not inside the fully enclosed building;</p>	<p>This provision applies to tenants and building owners.</p>
<p>2. A building, and personal property in it, located entirely in, on, or over water or seaward of mean high tide, if it was constructed or substantially improved after September 30, 1982;</p>	<p>The SFIP allows coverage for a building not entirely over water, i.e., when part of the exterior perimeter wall and foundation of the building is on land or on the landward side of mean high tide (mean high water).                      When the exterior perimeter walls of the building are completely over water and the support system or foundation underneath the insured building extends onto land, or the extension of any mechanism for access into a building (including, but not limited to, stairs, decks, walkways, piers, posts, pilings, docks, or driveways), even if the mechanism is on or partially on land, the building or the access will not be eligible for coverage.                      If the exterior perimeter walls of a building are completely over water, but connected to another eligible building by means of an elevated walkway, stairway, roof, and/or rigid exterior wall, or there is an appurtenant structure on the same slab, foundation, or other continuous support system that is on land (such as a shed or garage), the presence of the connected building or appurtenant structure on land does not allow coverage to be afforded to the building that has its exterior perimeter walls entirely over water.</p>
<p>3. Open structures, including a building used as a boathouse or any structure or building into which boats are floated, and personal property located in, on, or over water;</p>	<p>The SFIP does not cover boathouses or buildings into which boats can float and personal property located within buildings used solely as boathouses.                      The SFIP does not cover a building and personal property in it, located in, on, or over water or seaward of mean high tide if the building was constructed or substantially improved after September 30, 1982.</p>
<p>4. Recreational vehicles other than travel trailers described in II.B.6.c., whether affixed to a permanent foundation or on wheels;</p>	<p>A recreational vehicle is a self-propelled vehicle (see <a href="#">Figure 18</a>). A travel trailer is not self-propelled and is towed behind a road vehicle (see <a href="#">Figure 19</a>).</p>

**IV. Property Not Covered**

Policy Language

Additional Explanation

**Figure 18: Recreational Vehicle**



**Figure 19. Travel Trailer**




5. Self-propelled vehicles or machines, including their parts and equipment. However, we do cover self-propelled vehicles or machines, provided they are not licensed for use on public roads and are:
- a. Used mainly to service the described location; or
  - b. Designed and used to assist handicapped persons, while the vehicles or machines are inside a building at the described location;

The SFIP covers a self-propelled vehicle located inside the building at the location described on the declarations page. The vehicle type and design must be consistent with the services provided at the location described on the declarations page and used primarily for that purpose. For example, an all-terrain vehicle (ATV) designed mainly for off-road recreation or sport would not be eligible under this provision, even if the policyholder uses it to pull a trailer to collect litter at the described location.

Under 5.b, the vehicle is covered if it is designed as a mobility vehicle for a handicapped person. The vehicle must be inside a building at the location described on the declarations page for coverage to apply. However, vehicles not designed for handicapped persons, including but not limited to golf carts, ATVs, Segways® or the like, and hoverboards/balance boards are never covered by the SFIP under 5.b., even if repurposed to provide mobility to a handicapped person.

IV. Property Not Covered	
Policy Language	Additional Explanation
<p>6. Land, land values, lawns, trees, shrubs, plants, growing crops, or animals;</p>	<p>The SFIP does not cover animals and live bait, such as worms or minnows, sold in fishing tackle shops. The SFIP covers artificial plants inside the insured building at the described location.</p>
<p>7. Accounts, bills, coins, currency, deeds, evidences of debt, medals, money, scrip, stored value cards, postage stamps, securities, bullion, manuscripts, or other valuable papers;</p>	<p>Scrip is a form of money issued by a local government or private organization, such as gift cards, coupons, or any substitute for legal tender.</p> <p>The SFIP does not cover financial loss from damage or destruction of electronic data or the cost of restoring that data.</p> <p>Other valuable papers include stocks certificates and bonds.</p>
<p>8. Underground structures and equipment, including wells, septic tanks, and septic systems;</p>	<p>Underground structures and equipment includes, but is not limited to, wires, conduits, pipes, sewers, tanks, tunnels, sprinkler systems, similar property, and any apparatus connected beneath the surface of the ground. The SFIP provides coverage if other SFIP requirements are met for equipment installed used in the operation of underground structures and equipment installed above ground and within a building, for example sprinkler timer.</p> <p>A sewage grinder pump is an integral part of some coastal buildings’ septic systems. The sewage grinder pump pulverizes waste to a slurry for pumping. These systems require earth excavation for installation. The SFIP does not cover sewage grinder pumps.</p> <p>The SFIP covers the sewage grinder pump’s alarm service panel installed above ground level and affixed to the building or foundation. The SFIP does not cover alarm service panels installed to a support post of a deck.</p>
<p>9. Those portions of walks, walkways, decks, driveways, patios, and other surfaces, all whether protected by a roof or not, located outside the perimeter, exterior walls of the insured building;</p>	<p>The SFIP pays to repair or replace damage to any existing egress on the sides of a building, including underneath an elevated building. For each existing egress, NFIP covers one 16 square foot landing and a single set of stairs, and one landing per staircase. The SFIP covers materials of a like kind and quality, such as concrete, wood or composite wood material. Covered items include any existing hand or support rail, support posts, and hardware. The SFIP does not cover improvements such as lighting or finishing (paint or preservative stains).</p> <p>The SFIP does not cover the cost to comply with Americans with Disabilities Act of 1990 (ADA) regulations; however, the SFIP will repair or replace an existing flood</p>

IV. Property Not Covered	
Policy Language	Additional Explanation
	<p>damaged handicap ramp shown in <a href="#">Figure 20</a> for egress, in lieu of the 16 SF of landing and steps.</p> <p style="text-align: center;"><b>Figure 20. Existing Handicap Ramp</b></p> 
<p><b>10.</b> Containers including related equipment, such as, but not limited to, tanks containing gases or liquids;</p>	<p>The SFIP does not cover fuel tanks, pressure tanks, and well water tanks located outside a basement or elevated building enclosure. The SFIP does not cover tanks containing other liquids or gases. The SFIP does not cover containers, including shipping containers used for storage or residential purposes, unless they meet the definition of a building.</p>
<p><b>11.</b> Buildings or units and all their contents if more than 49% of the actual cash value of the building or unit is below ground, unless the lowest level is at or above the base flood elevation and is below ground by reason of earth having been used as insulation material in conjunction with energy efficient building techniques;</p>	<p>A building must have over 51 percent of its actual cash value above ground level. This calculation relies solely upon the ACV, not on concepts like square footage, volume, or otherwise.</p>
<p><b>12.</b> Fences, retaining walls, seawalls, bulkheads, wharves, piers, bridges, and docks;</p>	<p>The SFIP considers a structure physically connected to a building that directly supports and is integral to the building’s foundation, even if it has a secondary purpose such as a retaining wall.</p>
<p><b>13.</b> Aircraft or watercraft, or their furnishings and equipment;</p>	<p>The SFIP covers remote controlled boats, aircraft, and drones or UAVs (Unmanned Aerial Vehicles) designed and intended for recreational use only, and not used to carry people or cargo, or for commercial use. The same policy provisions that apply to other personal property apply to these items.</p> <p>The SFIP does not cover drones or UAVs registered with the Federal Aviation</p>

IV. Property Not Covered	
Policy Language	Additional Explanation
	Administration for purposes other than recreational model aircraft. The SFIP does not cover furnishings and equipment for non-covered watercraft and aircraft including parts and other items identified for use with watercraft and aircraft.
14. Hot tubs and spas that are not bathroom fixtures, and swimming pools, and their equipment such as, but not limited to, heaters, filters, pumps, and pipes, wherever located;	Refer to policy language.
15. Property not eligible for flood insurance pursuant to the provisions of the Coastal Barrier Resources Act and the Coastal Barrier Improvement Act of 1990 and amendments to these Acts;	The SFIP does not provide flood insurance coverage for a structure built or substantially improved after the U.S. Department of Interior's Fish and Wildlife Service (FWS) designates it as within Coastal Barrier Resources System (CBRS) boundaries or as Otherwise Protected Areas (OPAs). See <a href="#">FWS website</a> for more information.
16. Personal property owned by or in the care, custody or control of a unit owner, except for property of the type and under the circumstances set forth under III. Coverage B-Personal Property of this policy;	The SFIP covers household property usually found in living quarters (See General Property Form Section III.B.2.a.)
17. A residential condominium building located in a Regular Program community.	Refer to policy language.

V. Exclusions	
Policy Language	Additional Explanation
A. We only pay for direct physical loss by or from flood, which means that we do not pay you for:	
<ol style="list-style-type: none"> <li>1. Loss of revenue or profits;</li> <li>2. Loss of access to the insured property or described location;</li> <li>3. Loss of use of the insured property or described location;</li> <li>4. Loss from interruption of business or production;</li> <li>5. Any additional expenses incurred while the insured building is being repaired or is unable to be occupied for any reason;</li> </ol>	<p>The SFIP does not cover the costs to pack, move, or store personal property from the insured building or return it to the building when an owner repairs the building or cannot occupy it.</p>
<ol style="list-style-type: none"> <li>6. The cost of complying with any ordinance or law requiring or regulating the construction, demolition, remodeling, renovation, or repair of property, including removal of any resulting debris. This exclusion does not apply to any eligible activities we describe in Coverage D—Increased Cost of Compliance; or</li> <li>7. Any other economic loss you suffer.</li> </ol>	<p>The SFIP does not cover replacing non-flood damaged property required to comply with government codes, ordinances, or regulations. For example, the SFIP does not cover the cost of replacing an undamaged interior HVAC unit to match a replaced exterior HVAC unit because of a change in size, SEER-rating, refrigerant, or any other reason even if local, state, or federal code required the upgrade.</p>
B. We do not insure a loss directly or indirectly caused by a flood that is already in progress at the time and date:	
<ol style="list-style-type: none"> <li>1. The policy term begins; or</li> <li>2. Coverage is added at your request.</li> </ol>	<p>NFIP adjusts flood insurance losses individually. Flood insurance benefits are available if an insured property suffers a covered loss caused by a general condition of flooding, as defined by the SFIP.</p> <p>See <a href="#">Flood in Progress</a> in Section 2 of this manual.</p>
C. We do not insure for loss to property caused directly by earth movement even if the earth movement is caused by flood. Some examples of earth movement that we do not cover are:	
<ol style="list-style-type: none"> <li>1. Earthquake;</li> <li>2. Landslide;</li> <li>3. Land subsidence;</li> <li>4. Sinkholes;</li> <li>5. Destabilization or movement of land that results from accumulation of water in subsurface land areas; or</li> <li>6. Gradual erosion</li> </ol> <p>We do, however, pay for losses from mudflow and land subsidence as a result</p>	<p>The SFIP is a single-peril policy that only pays for covered damage due to direct physical loss by or from flood, defined in the policy at Section II. The SFIP does not cover damage resulting from an intervening cause of loss, even if the resulting cause is due to flood. The SFIP does not cover damage that results when saturated soils cause the soil below ground level to sink, expand, compact, destabilize, or otherwise lose its load bearing capacity such as from voids or rotten organic matter when the soil dries. The SFIP does not cover earth movement; each form of earth movement is an intervening cause of loss and a separate peril.</p>



V. Exclusions	
Policy Language	Additional Explanation
<p>of erosion that are specifically covered under our definition of flood (see A.1.c. and II.A.2.).</p>	<p>The SFIP’s exclusion for other perils, such as fire, exemplifies the exclusion of earth movement as a cause of loss. When a flood causes a fire, which damages the building during inundation or after floodwaters recede, NFIP does not cover the resulting fire damage to the building even if flood directly caused the fire.</p> <p>The SFIP covers damage to a building’s structure if the damage results from the collapse or subsidence of land that is the direct result of erosion or undermining to the building’s support soil underneath or directly along the perimeter foundation of the building from waves or currents of floodwater (velocity flow) during a flood from the overflow of inland or tidal waters. This includes damage to the foundation of the building and any resulting damage to interior and exterior finishes. The SFIP does not cover gradual erosion.</p>
<p>D. We do not insure for direct physical loss caused directly or indirectly by:</p>	
<ol style="list-style-type: none"> <li>1. The pressure or weight of ice;</li> <li>2. Freezing or thawing;</li> <li>3. Rain, snow, sleet, hail, or water spray;</li> <li>4. Water, moisture, mildew, or mold damage that results primarily from any condition:                             <ol style="list-style-type: none"> <li>a. Substantially confined to the insured building; or</li> <li>b. That is within your control including, but not limited to:                                     <ol style="list-style-type: none"> <li>(1) Design, structural, or mechanical defects;</li> <li>(2) Failures, stoppages, or breakage of water or sewer lines, drains, pumps, fixtures, or equipment; or</li> <li>(3) Failure to inspect and maintain the property after a flood recedes;</li> </ol> </li> </ol> </li> </ol>	<p>The SFIP may cover damage that occurs when the policyholder cannot access to promptly remove wetted building and personal property items, and this delay directly results in water, moisture, mildew, or mold damage to other building and personal property items not in physical contact with surface floodwater. As examples, local authorities may restrict access by order or prolonged inundation of floodwater may prevent access. The claim file must include the proper documentation, such as but not limited to photographs, an acceptable explanation provided by the adjuster, or a signed statement from the policyholder or community official, that supports the payment for property damages above the waterline. For instances when coverage and payment is not recommended, the claim file should include the proper documentation which clearly points to the policyholder’s failure to inspect and maintain their insured property, when it is feasible to do so.</p> <p>The SFIP does not cover damage caused by long-term exposure to moisture, water, rot, and insect infestation.</p> <p>The SFIP does not cover pre-existing damage to structural building components, such as damage due to rot, or for any resulting damage to non-structural finished building material.</p>
<ol style="list-style-type: none"> <li>5. Water or water-borne material that:</li> </ol>	<p>The adjuster must document that a flood occurred in the area, and that the flood was</p>

V. Exclusions	
Policy Language	Additional Explanation
<p>a. Backs up through sewers or drains;</p> <p>b. Discharges or overflows from a sump, sump pump, or related equipment; or</p> <p>c. Seeps or leaks on or through the covered property;</p> <p>unless there is a flood in the area and the flood is the proximate cause of the sewer or drain backup, sump pump discharge or overflow, or the seepage of water;</p>	<p>the proximate cause of the back-up of the sewer or drain, overflow of the sump pump, pump failure, seepage of water, or damage due to the pressure or weight of water (hydrostatic pressure), in the claim file. A flood is two or more properties of partial or complete inundation of normally dry land, or of two or more continuous acres of normally dry land.</p> <p>When paying a loss due to a flood in the area proximately causing discharge or overflow of water or water-borne material from a sump, sump pump, or related equipment, the insurer must document the claim file to show that a homeowner’s policy endorsement or policy rider did not pay for the loss. If the homeowner’s policy covers the same loss, the SFIP payment must apply a proportional loss distribution, as stated under Section VII.C. “Other Insurance”.</p>
<p>6. The pressure or weight of water unless there is a flood in the area and the flood is the proximate cause of the damage from the pressure or weight of water;</p>	<p>The adjuster must document that a flood occurred in the area, and that the flood was the proximate cause of the back-up of the sewer or drain, overflow of the sump pump, pump failure, seepage of water, or damage due to the pressure or weight of water (hydrostatic pressure). A flood is two or more properties of partial or complete inundation of normally dry land, or of two or more continuous acres of normally dry land.</p>
<p>7. Power, heating, or cooling failure unless the failure results from direct physical loss by or from flood to power, heating, or cooling equipment situated on the described location;</p>	<p>The SFIP does not cover damage caused by a power surge.</p>
<p>8. Theft, fire, explosion, wind, or windstorm;</p> <p>9. Anything that you or your agents do or conspire to do to cause loss by flood deliberately; or</p> <p>10. Alteration of the insured property that significantly increases the risk of flooding.</p>	<p>Refer to policy language.</p>
<p>E. We do not insure for loss to any building or personal property located on land leased from the Federal Government, arising from or incident to the flooding of the land by the Federal Government, where the lease expressly holds the Federal Government harmless under flood insurance issued under any Federal Government program.</p>	

VI. Deductibles	
Policy Language	Additional Explanation
<p>A. When a loss is covered under this policy, we will pay only that part of the loss that exceeds the applicable deductible amount, subject to the limit of liability that amount, subject to the limit of liability that applies. The deductible amount is shown on the Declarations Page.</p> <p>However, when a building under construction, alteration, or repair does not have at least two rigid exterior walls and a fully secured roof at the time of loss, your deductible amount will be two times the deductible that would otherwise apply to a completed building.</p>	
<p>B. In each loss from flood, separate deductibles apply to the building and personal property insured by this policy.</p>	
<p>C. No deductible applies to:</p> <ol style="list-style-type: none"> <li>1. III.C.2. Loss Avoidance Measures; or</li> <li>2. III.D. Increased Cost of Compliance.</li> </ol>	<p>The SFIP applies a separate deductible to both building and personal property losses. The SFIP will only pay that portion of the loss that exceeds the applicable deductibles.</p> <p>For Building and Personal Property losses, the insurer should take the deductible from the gross loss before applying policy limits. For example, if the covered loss is \$340,000, the policy limit is \$300,000, and the deductible is \$10,000. The insurer should apply the deductible to the \$340,000 loss and pay the \$300,000 policy limit.</p>

VII. General Conditions	
Policy Language	Additional Explanation
<b>A. Pair and Set Clause</b>	
<p>In case of loss to an article that is part of a pair or set, we will have the option of paying you:</p> <ol style="list-style-type: none"> <li>1. An amount equal to the cost of replacing the lost, damaged, or destroyed article, less depreciation, or</li> <li>2. An amount which represents the fair proportion of the total value of the pair or set that the lost, damaged, or destroyed article bears to the pair or set.</li> </ol>	<p>A provision stating that if one-half of a pair or part of a set is lost or damaged, a reasonable and fair percentage of the value of both will be assessed. The insurer is not required to pay for the total value of the whole set.</p> <p>The SFIP allows replacement of one item less physical depreciation, unless the lost, damaged, or destroyed item renders the remaining item or set unusable. When the pair or set is completely unusable, the policy will pay the total value of the pair or set minus depreciation.</p>
<b>B. Concealment of Fraud and Policy Voidance</b>	
<ol style="list-style-type: none"> <li>1. With respect to all insureds under this policy, this policy:                             <ol style="list-style-type: none"> <li>a. Is void,</li> <li>b. Has no legal force or effect,</li> <li>c. Cannot be renewed, and</li> <li>d. Cannot be replaced by a new NFIP policy, if, before or after a loss, you or any other insured or your agent have at any time:                                     <ol style="list-style-type: none"> <li>(1) Intentionally concealed or misrepresented any material factor or circumstance,</li> <li>(2) Engaged in fraudulent conduct, or</li> <li>(3) Made false statements</li> </ol> </li> </ol> <p>relating to this policy or any other NFIP insurance.</p> </li> </ol>	<p>When claim professionals suspect wrongful acts or misrepresentations on a claim by a policyholder or their representatives:</p> <p>The adjuster should promptly submit written notification with supporting documentation to the insurer. The adjuster should not draw any conclusions regarding the suspected fraud and should only present facts in written reports. The examiner should engage management to determine if the insurer should refer the matter to the FEMA Fraud Unit (email: StopFEMAFraud@fema.dhs.gov) and to the insurer’s investigative unit for a Reservation of Rights.</p>
<ol style="list-style-type: none"> <li>2. This policy will be void as of the date wrongful acts described in B.1. above were committed.</li> <li>3. Fines, civil penalties, and imprisonment under applicable Federal laws may also apply to the acts of fraud or concealment described above.</li> </ol>	<p>The SFIP will be void if the proper authorities determine any part of a claim was fraudulent.</p>
<ol style="list-style-type: none"> <li>4. This policy is also void for reasons other than fraud, misrepresentation, or wrongful act. This policy is void from its inception and has no legal force</li> </ol>	<p>When a community no longer participates in the NFIP, an active SFIP will remain in force up to the day before the policy renewal date. Refer to the <a href="#">Flood Insurance</a></p>

VII. General Conditions										
Policy Language	Additional Explanation									
<p>under the following conditions:</p> <ul style="list-style-type: none"> <li>a. If the property is located in a community that was not participating in the NFIP on the policy’s inception date and did not join or re-enter the program during the policy term and before the loss occurred; or</li> <li>b. If the property listed on the application is otherwise not eligible for coverage under the NFIP.</li> </ul>	<p><a href="#">Manual</a> for other reasons why a building may be ineligible for coverage.</p>									
C. Other Insurance										
<p>1. If a loss covered by this policy is also covered by other insurance that includes flood coverage not issued under the Act, we will not pay more than the amount of insurance that you are entitled to for lost, damaged, or destroyed property insured under this policy subject to the following:</p> <ul style="list-style-type: none"> <li>a. We will pay only the proportion of the loss that the amount of insurance that applies under this policy bears to the total amount of insurance covering the loss, unless C.1.b. or c. below applies.</li> <li>b. If the other policy has a provision stating that it is excess insurance, this policy will be primary.</li> <li>c. This policy will be primary (but subject to its own deductible) up to the deductible in the other flood policy (except another policy as described in C.1.b. above). When the other deductible amount is reached, this policy will participate in the same proportion that the amount of insurance under this policy bears to the total amount of both policies, for the remainder of the loss.</li> </ul>	<p>Other insurance includes primary flood coverage provided by a private carrier, an endorsement for sewer, sumps or drains backup, or any other insurance that duplicates SFIP coverage.</p> <p>Use the following formula to determine the NFIP’s share of the loss:</p> $\text{NFIP share} = \text{SFIP policy limit} \div \text{total insurance} \times \text{loss} - \text{other insurance deductible}$ <p>Use the following formula to determine the other insurance’s share of the loss:</p> $\text{Other insurance share} = \text{other insurance policy limit} \div \text{total insurance} \times \text{loss} - \text{other insurance deductible}$ <p>Use the following formula to determine the NFIP payment:</p> $\text{NFIP payment} = \text{NFIP share} + \text{other insurance deductible} - \text{SFIP deductible}$ <p>Below is an example of how to apply the formulas to compute the insurer’s shares and NFIP payment for a \$480,000 loss.</p> <p style="text-align: center;"><b>Table 7: Insurance Coverage and Deductibles</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #1a3d4d; color: white;"> <th style="width: 60%;"></th> <th style="width: 20%;"></th> <th style="width: 20%;"></th> </tr> </thead> <tbody> <tr> <td style="background-color: #cfe2f3;"></td> <td style="text-align: center;">\$250,000</td> <td style="text-align: center;">\$5,000</td> </tr> <tr> <td style="background-color: #cfe2f3;"></td> <td style="text-align: center;">\$500,000</td> <td style="text-align: center;">\$15,000</td> </tr> </tbody> </table>					\$250,000	\$5,000		\$500,000	\$15,000
	\$250,000	\$5,000								
	\$500,000	\$15,000								

VII. General Conditions			
Policy Language	Additional Explanation		
	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="background-color: #cfe2f3;">Total</td> <td style="text-align: center;">\$750,000</td> </tr> </table> <p>NFIP share: <math>\\$250,000 \div \\$750,000 \times \\$480,000 - \\$15,000 = \\$145,000</math>                      Other insurance share: <math>\\$500,000 \div \\$750,000 \times \\$480,000 - \\$15,000 = \\$305,000.00</math>                      NFIP payment: <math>\\$145,000.00 + \\$15,000 - \\$5,000 = \\$155,000.00</math></p> <p>IMPORTANT – Use a one-step mathematical expression as shown, for accurate calculation.</p>	Total	\$750,000
Total	\$750,000		
<p>2. Where this policy covers a condominium association and there is a flood insurance policy in the name of a unit owner that covers the same loss as this policy, then this policy will be primary.</p>	<p>Refer to policy language.</p>		
D. Amendments, Waivers, Assignment			
<p>This policy cannot be changed nor can any of its provisions be waived without the express written consent of the Federal Insurance Administrator. No action that we take under the terms of this policy can constitute a waiver of any of our rights. You may assign this policy in writing when you transfer title of your property to someone else except under these conditions:</p> <ol style="list-style-type: none"> <li>1. When this policy covers only personal property; or</li> <li>2. When this policy covers a structure during the course of construction.</li> </ol>	<p>The SFIP allows assignment of the policy when the title to the property transfers to a new owner.</p> <p>The SFIP does not allow assignment of a claim. The only exception to this is a Coverage D – Increased Cost of Compliance (ICC) claim that can transfer in conjunction with a FEMA project, such as a Hazard Mitigation Grant Program (HMGP) grant. Typically, the policyholder assigns the claim to a community, which typically uses the payment for the community’s non-Federal match for the project. The policyholder may only assign the part of the ICC benefit used to meet the project requirements.</p>		
E. Cancellation of Policy by You			
<ol style="list-style-type: none"> <li>1. You may cancel this policy in accordance with the applicable rules and regulations of the NFIP.</li> <li>2. If you cancel this policy, you may be entitled to a full or partial refund of premium also under the applicable rules and regulations of the NFIP.</li> </ol>	<p>Policyholders must have a valid reason to cancel their flood insurance coverage during a policy term.</p> <p>See the <a href="#">Flood Insurance Manual</a> for detailed information.</p>		
F. Non-Renewal of Policy by Us			

VII. General Conditions	
Policy Language	Additional Explanation
<p>Your policy will not be renewed:</p> <ol style="list-style-type: none"> <li>1. If the community where your covered property is located stops participating in the NFIP; or</li> <li>2. If your building has been declared ineligible under section 1316 of the Act.</li> </ol>	<p>When a community no longer participates in the NFIP, an active SFIP will remain in force up to the day before the policy renewal date.</p> <p>Coverage may not be available for a building constructed or altered in violation of state or local floodplain management laws, regulations, or ordinances. Section 1316 of the Act allows a state or community to declare a building in violation of its floodplain management rules. When a state or community declares that a building is in violation of Section 1316, the building and any contents in it are not eligible for SFIP coverage. Insurers have a list of buildings with Section 1316 violations that are ineligible for NFIP coverage. When the owner corrects the violation, the building becomes eligible for coverage again.</p>
G. Reduction and Reformation Coverage	
<ol style="list-style-type: none"> <li>1. If the premium we received from you was not enough to buy the kind and amount of coverage that you requested, we will provide only the amount of coverage that can be purchased for the premium payment we received.</li> <li>2. The policy can be reformed to increase the amount of coverage resulting from the reduction described in G.1. above to the amount you requested as follows:             <ol style="list-style-type: none"> <li>a. Discovery of Insufficient Premium or Incomplete Rating Information Before a Loss.                 <ol style="list-style-type: none"> <li>(1) If we discover before you have a flood loss that your premium payment was not enough to buy the requested amount of coverage, we will send you and any mortgagee or trustee known to us a bill for the required additional premium for the current policy term (or that portion of the current policy term following any endorsement changing the amount of coverage). If you or the mortgagee or trustee pay the additional premium within 30 days from the date of our bill, we will reform the policy to increase the amount of coverage to the originally requested amount effective to the beginning of the current policy term (or subsequent date of any endorsement changing the amount of coverage).</li> </ol> </li> </ol> </li> </ol>	<p>If the policyholder gives the insurer a premium that will not purchase the amounts of insurance requested, the insurer must issue the policy for the insurance coverage amount the premium will purchase for a one-year policy term.</p> <p>After a Loss:</p> <p>The insurer will send a bill for the required additional premium for the current policy term only. This is an exception to the SFIP Provisions requiring the current and the prior policy terms.</p> <p>If the insurer receives the premium within 30 days from the date of the bill, the insurer should increase the policy limits to the originally requested amount effective as of the beginning of the current policy term.</p> <p>If the insurer does not receive the additional premium by the due date, the insurer must settle the claim based on the previously submitted premium and results in reduced policy limits.</p> <p>Exceptions for Incorrect Flood Zone or BFE After a Loss. When the insurer discovers that an incorrect flood zone or BFE resulted in insufficient premium, the following exceptions apply:</p> <p>The insurer should calculate any additional premium due prospectively from the date of discovery.</p> <p>The insurer should apply the automatic reduction in policy limits effective on</p>

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<p>(2) If we determine before you have a flood loss that the rating information we have is incomplete and prevents us from calculating the additional premium, we will ask you to send the required information. You must submit the information within 60 days of our request. Once we determine the amount of additional premium for the current policy term, we will follow the procedure in G.2.a.(1) above.</p> <p>(3) If we do not receive the additional premium (or additional information) by the date it is due, the amount of coverage can only be increased by endorsement subject to any appropriate waiting period.</p> <p>b. Discovery of Insufficient Premium or Incomplete Rating Information After a Loss.</p> <p>(1) If we discover after you have a flood loss that your premium payment was not enough to buy the requested amount of coverage, we will send you and any mortgagee or trustee known to us a bill for the required additional premium for the current and the prior policy terms. If you or the mortgagee or trustee pay the additional premium within 30 days of the date of our bill, we will reform the policy to increase the amount of coverage to the originally requested amount effective to the beginning of the prior policy term.</p> <p>(2) If we discover after you have a flood loss that the rating information we have is incomplete and prevents us from calculating the additional premium, we will ask you to send the required information. You must submit the information before your claim can be paid. Once we determine the amount of additional premium for the current and prior policy terms, we will follow the procedure in G.2.b.(1) above.</p> <p>(3) If we do not receive the additional premium by the date it is due, your flood insurance claim will be settled based on the reduced amount of coverage. The amount of coverage can only be increased by endorsement subject to any appropriate waiting</p>	<p>the date of discovery.</p> <p>Incorrect Policy Form. The insurer must use the correct policy form before making a loss payment. When the insurer issues coverage using an incorrect SFIP form, the policy is void and the insurer must rewrite the coverage under the correct form. The provisions of the correct SFIP form apply.</p> <p>The insurer must reform the coverage limits according to the provisions of the correct SFIP form.</p> <p>Coverage cannot exceed the coverage issued under the incorrect policy form.</p> <p>See the <a href="#">Flood Insurance Manual</a> for detailed information.</p>



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<p>period.</p> <p>3. However, if we find that you or your agent intentionally did not tell us, or falsified any important fact or circumstance or did anything fraudulent relating to this insurance, the provisions of Condition B. above apply.</p>	
<b>H. Policy Renewal</b>	
<p>1. This policy will expire at 12:01 a.m. on the last day of the policy term.</p> <p>2. We must receive the payment of the appropriate renewal premium within 30 days of the expiration date.</p> <p>3. If we find, however, that we did not place your renewal notice into the U.S. Postal Service, or if we did mail it, we made a mistake, e.g., we used an incorrect, incomplete, or illegible address, which delayed its delivery to you before the due date for the renewal premium, then we will follow these procedures:</p> <p style="margin-left: 20px;">a. If you or your agent notified us, not later than one year after the date on which the payment of the renewal premium was due, of nonreceipt of a renewal notice before the due date for the renewal premium, and we determine that the circumstances in the preceding paragraph apply, we will mail a second bill providing a revised due date, which will be 30 days after the date on which the bill is mailed.</p> <p style="margin-left: 20px;">b. If we do not receive the premium requested in the second bill by the revised due date, then we will not renew the policy. In that case, the policy will remain as an expired policy as of the expiration dates shown on the Declarations Page.</p> <p>4. In connection with the renewal of this policy, we may ask you during the policy term to re-certify, on a Recertification Questionnaire that we will provide to you, the rating information used to rate your most recent application for or renewal of insurance.</p>	<p>The SFIP is not a continuous policy. It is a contract for a one-year term. Every policy contract expires at 12:01 a.m. on the last day of the policy term. Renewal of an expiring policy establishes a new policy term and new contractual agreement.</p> <p>The insurer should investigate the claim under a signed non-waiver agreement or a reservation of rights by the insurer when a policyholder reports a loss and there is uncertainty as to whether a policy is active.</p>
<b>I. Conditions Suspending or Restricting Insurance</b>	
<p>We are not liable for loss that occurs while there is a hazard that is increased by any means within your control or knowledge.</p>	<p>Refer to policy language.</p>

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J. Requirements in Case of Loss	
<p>In case of a flood loss to insured property, you must:</p> <ol style="list-style-type: none"> <li>1. Give prompt written notice to us;</li> </ol>	<p>The policyholder’s claim begins with the written notice of loss.</p> <p>The policyholder must report the loss to the insurer immediately; failure to provide a notice of loss to the insurer could prejudice the ability of the insurer to inspect the loss, identify the cause and extent of damage, and determine applicable coverage under the SFIP. If the policyholder delays reporting a loss, adjusters cannot help policyholders protect the property and avoid further damage.</p> <p>A policyholder’s failure to provide timely notice of loss can be a basis for denial of a claim.</p> <p>The adjuster should document the reason for a delay in the policyholder reporting a loss to the insurer.</p> <p>The adjuster should execute a non-waiver agreement when there is a delay in reporting the loss. The non-waiver agreement should include the reason for the non-waiver and the policyholder’s explanation for the delay. The adjuster should have the policyholder sign the non-waiver agreement immediately. If the policyholder refuses to sign the non-waiver agreement, the insurer should send a Reservation of Rights. The adjuster should continue the inspection and review.</p>
<ol style="list-style-type: none"> <li>2. As soon as reasonably possible, separate the damaged and undamaged property, putting it in the best possible order so that we may examine it;</li> <li>3. Prepare an inventory of damaged property showing the quantity, description, actual cash value, and amount of loss. Attach all bills, receipts, and related documents;</li> </ol>	<p>Refer to policy language.</p>
<ol style="list-style-type: none"> <li>4. Within 60 days after the loss, send us a proof of loss, which is your statement of the amount you are claiming under the policy signed and sworn to by you, and which furnishes us with the following information:             <ol style="list-style-type: none"> <li>a. The date and time of loss;</li> <li>b. A brief explanation of how the loss happened;</li> <li>c. Your interest (for example, "owner") and the interest, if any, of others in the damaged property;</li> </ol> </li> </ol>	<p>The Proof of Loss is the policyholder’s statement of the amount of money they are requesting. The policyholder must sign and swear to the Proof of Loss and provide documentation to support the amount requested for the insurer to consider it completed. The policyholder (or legal representative with a signed Power of Attorney or Executor in the case of a deceased policyholder) is the only person who can sign the Proof of Loss.</p> <p>SIGNED AND SWORN:</p>

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<p>d. Details of any other insurance that may cover the loss;</p> <p>e. Changes in title or occupancy of the insured property during the term of the policy;</p> <p>f. Specifications of damaged buildings and detailed repair estimates;</p> <p>g. Names of mortgagees or anyone else having a lien, charge, or claim against the insured property;</p> <p>h. Details about who occupied any insured building at the time of loss and for what purpose; and</p> <p>i. The inventory of damaged property described in J.3. above.</p> <p>5. In completing the proof of loss, you must use your own judgment concerning the amount of loss and justify that amount.</p>	<p>FEMA encourages the use of electronic signatures on Proofs of Loss and other NFIP-related submissions. FEMA will not deny the legal effect, validity, or enforceability of a signature solely because it is in electronic form. Insurers should accept electronic signatures in accordance with their general business practices and applicable laws.</p> <p><b>MULTIPLE PROOFS OF LOSS ALLOWED:</b></p> <p>Policyholders must submit a completed Proof of Loss and documentation to support the amount requested initially and completed Proofs of Loss for any additional payment requests to the insurer within 60 days after the date of loss or within any extension of that deadline granted by FEMA.</p> <p><b>ONE CLAIM PER LOSS:</b></p> <p>The Proof of Loss is not the claim. The claim is the policyholder’s assertion that they are entitled to payment for a covered loss under the terms of the SFIP. A policyholder has only one claim from a flood event regardless of the number of Proofs of Loss and documentation the policyholder may submit in support of that claim.</p>
<p>6. You must cooperate with the adjuster or representative in the investigation of the claim.</p> <p>7. The insurance adjuster whom we hire to investigate your claim may furnish you with a proof of loss form, and she or he may help you complete it. However, this is a matter of courtesy only, and you must still send us a proof of loss within sixty days after the loss even if the adjuster does not furnish the form or help you complete it.</p>	<p>Refer to policy language.</p>
<p>8. We have not authorized the adjuster to approve or disapprove claims or to tell you whether we will approve your claim.</p>	<p>Only the NFIP insurer has the authority to approve or deny a claim, to tell the policyholder if they will approve or deny a claim, or to provide payment details.</p> <p>The insurer must rely only upon the terms and conditions established by Federal statute, NFIP regulations, the Federal Insurance Administrator’s interpretations, and the express terms of the SFIP. See 44 C.F.R. § 61.5(e) (2017).</p>
<p>9. At our option, we may accept the adjuster's report of the loss instead of your proof of loss. The adjuster's report will include information about</p>	<p>The insurer, not the policyholder or their representative, determines whether to accept the adjuster’s report signed and sworn to by the policyholder, instead of a</p>

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<p>your loss and the damages you sustained. You must sign the adjuster's report. At our option, we may require you to swear to the report.</p>	<p>Proof of Loss.</p>
<p><b>K. Our Options After Loss</b></p>	
<p>Options we may, in our sole discretion, exercise after loss includes the following:</p>	<p>This section sets forth the steps that insurers may take to require action on the part of the policyholder. If the policyholder fails to comply with the insurer's request, the policyholder is in breach of the insuring agreement, which may affect the payment of the claim.</p>
<p><b>1.</b> At such reasonable times and places that we may designate, you must:</p> <p style="margin-left: 20px;"><b>a.</b> Show us or our representative the damaged property;</p>	<p>The policyholder must make the flood damaged property available for examination as often as needed to verify the loss and claim. Insurer representatives will give the policyholder advanced notice of the specific time and meeting place to inspect the damaged property.</p> <p>The policyholder should document their loss with photographs before removing or disposing of damaged items that pose a health hazard, such as perishable food.</p>
<p style="margin-left: 40px;"><b>b.</b> Submit to examination under oath, while not in the presence of another insured, and sign the same; and</p>	<p>The insurer can require the policyholder to submit to an examination under oath but not in the presence of another insured when there are questions concerning the claim. An examination under oath is a formal proceeding, typically conducted prior to a lawsuit, during which the insurer's representative questions an insured under oath in the presence of a court reporter. When requiring an examination under oath, the insurer should ask the policyholder to present information and documentation necessary to evaluate their claim. This can include books of accounts, financial records, receipts, income tax records, property settlement records, invoices, purchase orders, affidavits, and other materials to verify the loss.</p>
<p style="margin-left: 40px;"><b>c.</b> Permit us to examine and make extracts and copies of:</p> <p style="margin-left: 60px;"><b>(1)</b> Any policies of property insurance insuring you against loss and the deed establishing your ownership of the insured real property;</p>	<p>The SFIP will not pay more than the amount of insurance that the policyholder is entitled to for the damaged, lost, or destroyed property insured under this policy if non-NFIP insurance covers a loss covered by the SFIP.</p> <p>The policyholder must confirm the availability of other insurance to determine what the NFIP will pay. Examples include a homeowner's policy water damage or sump overflow endorsement, mobile-homeowner's policy, scheduled property policy,</p>

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	renter’s policy, builder’s risk policy, etc.
(2) Condominium association documents including the Declarations of the condominium, its Articles of Association or Incorporation, Bylaws, and rules and regulations; and	A claim involving a unit in a condominium building requires the declarations of the condominium, bylaws, etc. to determine the policyholder’s insurable interest in the building. Adjusters may have to determine if the RCBAP paid for any damages. NFIP will not pay for the same damage item twice or pay a claim for a residential unit that exceeds the statutory limits. Adjusters must provide documentation that a condominium association owns the insured building, not a homeowners’ association or a building cooperative.
(3) All books of accounts, bills, invoices, and other vouchers, or certified copies pertaining to the damaged property if the originals are lost.	Insurers may require the policyholder to provide information that documents the extent of the loss and the amount of the claim. Examples include books of accounts, bills, invoices, vouchers, and items showing the actual amounts paid to stores, contractors, or others for repair or replacement of items. This may also include photographs of the flood-damaged property that sufficiently and reasonably document the damage, quality of the item, and describe the damaged property. The policyholder can provide certified copies when the originals are lost or destroyed.
2. We may request, in writing, that you furnish us with a complete inventory of the lost, damaged, or destroyed property, including:	“Costs” is the amount to replace a personal property item with like kind and quality at current pricing, including the price for sales tax plus any applicable shipping and product assembly.
a. Quantities and costs;	
b. Actual cash values;	The actual cash value represents the replacement cost to replace, not repair, less applicable depreciation of all components of the price.
c. Amounts of loss claimed;	The amounts of loss claimed is the amount of payment the policyholder asks to receive for the damaged and covered property.
d. Any written plans and specifications for repair of the damaged property that you can reasonably make available to us; and	Written plans and specifications for repair of the damaged property include contractor estimates, subcontractor bids, invoices, architectural reports and drawings, engineering reports, etc. This also includes water restoration or structural drying invoices and supporting documentation.  NFIP will not accept a non-itemized, lump sum, or single line estimate or invoice in

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<p>e. Evidence that prior flood damage has been repaired.</p>	<p>support of a claim.</p> <p>Policyholders must provide evidence of repair from the previous flood damage whether or not they owned, or insured the property. This includes any damage unrepaired by a previous owner or losses from any peril.</p> <p>NFIP expects policyholders to maintain proof of repairs such as receipts, cancelled checks, etc. in a safe location away from the threat of flood.</p> <p>When policyholders do not have proof of repairs, adjusters should request other forms of documentation such as:</p> <ul style="list-style-type: none"> <li>Pre-flood photographs (social media or other family members) to compare old and replaced items.</li> <li>Credit card or bank statements showing dates and dollar amount of payments to contractors.</li> <li>Itemized statements and paid invoices from contractors.</li> </ul>
<p>3. If we give you written notice within 30 days after we receive your signed, sworn proof of loss, we may:</p> <ul style="list-style-type: none"> <li>a. Repair, rebuild, or replace any part of the lost, damaged, or destroyed property with material or property of like kind and quality or its functional equivalent; and</li> <li>b. Take all or any part of the damaged property at the value we agree upon or its appraised value.</li> </ul>	<p>Refer to policy language.</p>
<p>L. No Benefit to Bailee</p>	
<p>No person or organization, other than you, having custody of covered property will benefit from this insurance.</p>	<p>Bailment is the delivery of personal property by one person (the bailor) to another (the bailee) who holds the property for a certain purpose under an expressed or implied-in-fact contract.</p> <p>The SFIP does not cover the bailee because bailment is a change of possession, not a change of ownership or title. When a customer (bailor) takes personal clothing to the drycleaner (bailee) illustrates a good example. A bailment exists when the bailee has the clothing. The articles of clothing in the possession of the bailee are bailee goods.</p>

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-----	<p>The SFIP does not cover property damaged while in the possession of a borrower, i.e., property on loan to another.</p> <p>Consignment is a written agreement where a consignor provides owned personal property to a consignee for sale, and gives the consignee a percentage of the sale price when sold. The SFIP does not cover property on consignment.</p>
<b>M. Loss Payment</b>	
<p>1. We will adjust all losses with you. We will pay you unless some other person or entity is named in the policy or is legally entitled to receive payment. Loss will be payable 60 days after we receive your proof of loss (or within 90 days after the insurance adjuster files an adjuster’s report signed and sworn to by you in lieu of a proof of loss) and:</p> <ul style="list-style-type: none"> <li>a. We reach an agreement with you;</li> <li>b. There is an entry of a final judgment; or</li> <li>c. There is a filing of an appraisal award with us, as provided in VII.P.</li> </ul>	<p>Adjusters and examiners should work with a policyholder and/or their authorized representative to understand the loss, prepare the estimate, and reach an agreed value for the loss.</p> <p>The insurer’s obligation to pay and the 60-day timeframe to pay begin once the policyholder meets the requirements in Paragraph J, a Proof of Loss that meets all NFIP requirements, and,</p> <ul style="list-style-type: none"> <li>Insurer and the policyholder agree on the payment amount, or</li> <li>There is an entry of final judgment or an appraisal award by a court of competent jurisdiction.</li> </ul> <p>The insurer should promptly process all claims and payment requests. The insurer should communicate to policyholders any unforeseen delays in the claim examination process and advance undisputed claimed amounts at the earliest opportunity.</p> <p>When the insurer cannot pay a completed Proof of Loss, the examiner and the adjuster should promptly communicate the necessary adjustments or documentation required to the policyholder. Insurers should work with policyholders to settle the loss without resorting to a denial of the claim by the insurer.</p> <p>See <a href="#">Section 4</a> Appeals of this manual for information on denial letters.</p>
<p>2. If we reject your proof of loss in whole or in part you may:</p> <ul style="list-style-type: none"> <li>a. Accept such denial of your claim;</li> <li>b. Exercise your rights under this policy; or</li> <li>c. File an amended proof of loss, as long as it is filed within 60 days of the date of the loss.</li> </ul>	<p>Courts have not accepted the language “reject your proof of loss” as sufficient to communicate to the policyholder that the insurer has denied their claim in whole or in part. Hence, insurers should not use this language to deny all or part of a claim.</p> <p>When the insurer issues a written denial, the policyholder has certain rights, which include filing an appeal directly to FEMA, filing suit against the insurer, or submitting</p>

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N. Abandonment	<p>an amended proof of loss with the documentation to support the requested loss and payment amount.</p> <p>The one year statute of limitations for filing suit begins when the insurer issues the first denial letter (42 U.S.C. § 4072). Submitting subsequent additional or amended Proofs of Loss does not reset the one-year statute of limitation. Adjusters and examiners must assist policyholders in identifying all opportunities for payment. This helps the policyholder recover, ensures customer satisfaction, and prevents unnecessary appeals and lawsuits.</p>
O. Salvage	<p>We may permit you to keep damaged insured property after a loss, and we will reduce the amount of the loss proceeds payable to you under the policy by the value of the salvage.</p> <p>The insurer always has the right to seek salvage or to take possession of damaged property. Insurers should pursue opportunities for a financial recovery when available.</p> <p>See <a href="#">Salvage</a> in Section 2 of this manual.</p>
P. Appraisal	<p>If you and we fail to agree on the actual cash value of the damaged property so as to determine the amount of loss, either may demand an appraisal of the loss. In this event, you and we will each choose a competent and impartial appraiser within 20 days after receiving a written request from the other. The two appraisers will choose an umpire. If they cannot agree upon an umpire within 15 days, you or we may request that the choice be made by a judge of a court of record in the state where the insured property is located. The appraisers will separately state the actual cash value and the amount of loss to each item. If the appraisers submit a written report of an agreement to us, the amount agreed upon will be the amount of loss. If they fail to agree, they will submit their differences to the umpire. A decision agreed to by any two will set the amount of actual cash value and loss.</p> <p>See <a href="#">Appraisal</a> in Section 2 of this manual.</p>



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<p>Each party will:</p> <ol style="list-style-type: none"> <li>1. Pay its own appraiser; and</li> <li>2. Bear the other expenses of the appraisal and umpire equally.</li> </ol>	
<b>Q. Mortgage Clause</b>	
<p>The word “mortgagee” includes trustee.</p> <p>Any loss payable under Coverage A—Building Property will be paid to any mortgagee of whom we have actual notice, as well as any other mortgagee or loss payee determined to exist at the time of loss, and you, as interests appear. If more than one mortgagee is named, the order of payment will be the same as the order of precedence of the mortgages. If we deny your claim, that denial will not apply to a valid claim of the mortgagee, if the mortgagee:</p> <ol style="list-style-type: none"> <li>1. Notifies us of any change in the ownership or occupancy, or substantial change in risk of which the mortgagee is aware;</li> <li>2. Pays any premium due under this policy on demand if you haveneglected to pay the premium; and</li> <li>3. Submits a signed, sworn proof of loss within 60 days after receivingnotice from us of your failure to do so.</li> </ol> <p>All terms of this policy apply to the mortgagee.</p> <p>The mortgagee has the right to receive loss payment even if the mortgagee has started foreclosure or similar action on the building.</p> <p>If we decide to cancel or not renew this policy, it will continue in effect for the benefit of the mortgagee only for 30 days after we notify the mortgagee of the cancellation or non-renewal.</p> <p>If we pay the mortgagee for any loss and deny payment to you, we are subrogated to all the rights of the mortgagee granted under the mortgage on the property. Subrogation will not impair the right of the mortgagee to recover the full amount of the mortgagee’s claim.</p>	<p>The SFIP pays claims for building property to the named policyholder, mortgage holders, lienholders, other loss payees for whom we have actual notice, and any loss payee determined to exist at the time of loss. The mortgage clause is a contract within a contract. It is a contract between the mortgagee and the insurer within the contract between the policyholder and the insurer. Including the name of the mortgagee on each building claim payment is the surest way to keep this promise to the mortgagee. For all building payments, except Coverage C – Other Coverages and Coverage D – ICC, include all known mortgagees, as they are additional insureds.</p> <p>The insurer may potentially include a loss payee or lienholder on Coverage B – Personal Property of whom the insurer received actual notice such as from the U.S. Small Business Administration (SBA). If the insurer receives a letter of an SBA-approved loan, the SBA must be included on the building check(s) <u>and</u> the contents check(s) if the loan is for both real estate and personal or business property.</p>
<b>R. Suit Against Us</b>	

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<p>You may not sue us to recover money under this policy unless you have complied with all the requirements of the policy. If you do sue, you must start the suit within one year of the date of the written denial of all or part of the claim, and you must file the suit in the United States District Court of the district in which the insured property was located at the time of loss. This requirement applies to any claim that you may have under this policy and to any dispute that you may have arising out of the handling of any claim under the policy.</p>	<p>The statute of limitations begins with the insurer’s first written denial of the claim. Subsequent denial letters do not re-start the statute of limitations. Policyholders must file suit in a U.S. District Court in the district where the loss occurred within one year after the insurer’s first written denial. Neither the Federal Insurance Administrator nor the insurer may extend the one year statute of limitation to file suit.</p>
<b>S. Subrogation</b>	
<p>Whenever we make a payment for a loss under this policy, we are subrogated to your right to recover for that loss from any other person. That means that your right to recover for a loss that was partly or totally caused by someone else is automatically transferred to us, to the extent that we have paid you for the loss. We may require you to acknowledge this transfer in writing. After the loss, you may not give up our right to recover this money or do anything that would prevent us from recovering it. If you make any claim against any person who caused your loss and recover any money, you must pay us back first before you may keep any of that money.</p>	<p>When the adjuster believes there may be potential for subrogation, the adjuster should complete FEMA Form 086-0-16 – <a href="#">Cause of Loss and Subrogation Report</a>, to identify a potentially responsible third party; and characterize how their actions may have caused or worsened flood damage. Claim handling, review, and payment should proceed as normal. The insurer should make sure the Cause of Loss and Subrogation Report is complete, and escalates the matter for a subrogation review.</p> <p>See <a href="#">Subrogation</a> in Section 2 of this manual.</p>
<b>T. Continuous Lake Flooding</b>	
<p>1. If an insured building has been flooded by rising lake waters continuously for 90 days or more and it appears reasonably certain that a continuation of this flooding will result in a covered loss to the insured building equal to or greater than the building policy limits plus the deductible or the maximum payable under the policy for any one building loss, we will pay you the lesser of these two amounts without waiting for the further damage to occur if you sign a release agreeing:</p> <ul style="list-style-type: none"> <li>a. To make no further claim under this policy;</li> <li>b. Not to seek renewal of this policy;</li> <li>c. Not to apply for any flood insurance under the Act for property at the described location; and</li> </ul>	<p>Refer to policy language.</p>

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<p>d. Not to seek a premium refund for current or prior terms.</p> <p>If the policy term ends before the insured building has been flooded continuously for 90 days, the provisions of this paragraph T.1. will apply when as the insured building suffers a covered loss before the policy term ends.</p>	
<p>2. If your insured building is subject to continuous lake flooding from a closed basin lake, you may elect to file a claim under either paragraph T.1. above or this paragraph T.2. (A “closed basin lake” is a natural lake from which water leaves primarily through evaporation and whose surface area now exceeds or has exceeded one square mile at any time in the recorded past. Most of the nation’s closed basin lakes are in the western half of the United States, where annual evaporation exceeds annual precipitation and where lake levels and surface areas are subject to considerable fluctuation due to wide variations in the climate. These lakes may overtop their basins on rare occasions.) Under this paragraph T.2 we will pay your claim as if the building is a total loss even though it has not been continuously inundated for 90 days, subject to the following conditions:</p> <p>a. Lake flood waters must damage or imminently threaten to damage your building.</p> <p>b. Before approval of your claim, you must:</p> <ol style="list-style-type: none"> <li>(1) Agree to a claim payment that reflects your buying back the salvage on a negotiated basis; and</li> <li>(2) Grant the conservation easement described in FEMA’s “Policy Guidance for Closed Basin Lakes,” to be recorded in the office of the local recorder of deeds. FEMA, in consultation with the community in which the property is located, will identify on a map an area or areas of special consideration (ASC) in which there is a potential for flood damage from continuous lake flooding. FEMA will give the community the agreed-upon map showing the ASC. This easement will only apply to that portion of the property in the ASC. It will allow certain agricultural and recreational uses of the land. The only structures that it will allow on any portion of the property within the ASC are certain,</li> </ol>	<p>The only Closed Basin Lake recognized by FEMA at this time is Devils Lake, North Dakota.</p> <p>Subject to all other provisions of the SFIP, if an insured building is subject to continuous lake flooding from Devils Lake, the following requirements must be met to be eligible for coverage under the terms of all SFIP forms:</p> <p style="padding-left: 40px;">The building must be located in a participating community eligible for this coverage; and,</p> <p style="padding-left: 40px;">The subject building must have had NFIP flood insurance coverage continuously beginning on November 30, 1999, and any subsequent owner on or after November 30, 1999, must have an NFIP policy in effect within 60 days of the transfer of title (see: T. 2. g.) and,</p> <p style="padding-left: 40px;">The policyholder must grant a conservation easement (see: T. 2. b. (2), and, The community must have adopted a permanent land-use ordinance on or before July 15, 2001 (see: T. 2. e. (1), (2), and (3).</p> <p>FEMA will not recognize any increases in coverage limits with effective dates on or after November 30, 1999 (see: T. 2. g.), except when offered by the insurer as a routine inflation-guard increase and purchased by the policyholder. Insured buildings not eligible for the provisions of T. 2. described above, but damaged by continuous lake flooding, will be eligible for those provisions described at T. 1. of the SFIP, subject to the terms and conditions of the T. 1. and the SFIP.</p> <p>Buildings in eligible communities subject to damage from the effects of the Closed Basin Lake, Devils Lake, ND, may file claims if any portion of the insured building, as defined in the SFIP, is at the still-water level derived by official National Weather Service (NWS) forecasts of Devils Lake still-water levels.</p> <p>See <a href="#">Appendix C</a> in this manual for FEMA’s “Policy Guidance for Closed Basin Lakes”.</p>

VII. General Conditions	
Policy Language	Additional Explanation
<p>simple agricultural and recreational structures. If any of these allowable structures are insurable buildings under the NFIP and are insured under the NFIP, they will not be eligible for the benefits of this paragraph T.2. If a U.S. Army Corps of Engineers certified flood control project or otherwise certified flood control project later protects the property, FEMA will, upon request, amend the ASC to remove areas protected by those projects. The restrictions of the easement will then no longer apply to any portion of the property removed from the ASC; and</p> <p>(3) Comply with paragraphs T.1.a. through T.1.d. above.</p> <p>c. Within 90 days of approval of your claim, you must move your building to a new location outside the ASC. FEMA will give you an additional 30 days to move if you show that there is sufficient reason to extend the time.</p> <p>d. Before the final payment of your claim, you must acquire an elevation certificate and a floodplain development permit from the local floodplain administrator for the new location of your building.</p> <p>e. Before the approval of your claim, the community having jurisdiction over your building must:</p> <p>(1) Adopt a permanent land use ordinance, or a temporary moratorium for a period not to exceed 6 months to be followed immediately by a permanent land use ordinance, that is consistent with the provisions specified in the easement required in paragraph T.2.b. above;</p> <p>(2) Agree to declare and report any violations of this ordinance to FEMA so that under Sec. 1316 of the National Flood Insurance Act of 1968, as amended, flood insurance to the building can be denied; and</p> <p>(3) Agree to maintain as deed- restricted, for purposes compatible with open space or agricultural or recreational use only, any affected property the community acquires an interest in. These deed restrictions must be consistent with the provisions of paragraph T.2.b. above except that even if a certified project protects the property, the land use restrictions continue to</p>	

VII. General Conditions	
Policy Language	Additional Explanation
<p>apply if the property was acquired under the Hazard Mitigation Grant Program or the Flood Mitigation Assistance Program. If a non-profit land trust organization receives the property as a donation, that organization must maintain the property as deed-restricted, consistent with the provisions of paragraph T.2.b. above.</p> <p>f. Before the approval of your claim, the affected State must take all action set forth in FEMA’s “Policy Guidance for Closed Basin Lakes.”</p> <p>g. You must have NFIP flood insurance coverage continuously in effect from a date established by FEMA until you file a claim under this paragraph T.2. If a subsequent owner buys NFIP insurance that goes into effect within 60 days of the date of transfer of title, any gap in coverage during that 60-day period will not be a violation of this continuous coverage requirement. For the purpose of honoring a claim under this paragraph T.2, we will not consider to be in effect any increased coverage that became effective after the date established by FEMA. The exception to this is any increased coverage in the amount suggested by your insurer as an inflation adjustment.</p> <p>h. This paragraph T.2. will be in effect for a community when the FEMA Regional Administrator for the affected region provides to the community, in writing, the following:</p> <ul style="list-style-type: none"> <li>(1) Confirmation that the community and the State are in compliance with the conditions in paragraphs T.2.e. and T.2.f. above, and</li> <li>(2) The date by which you must have flood insurance in effect.</li> </ul>	
<b>U. Duplicate Policies Not Allowed</b>	
<p>1. Property may not be insured under more than one NFIP policy.</p> <p>If we find that the duplication was not knowingly created, we will give you written notice. The notice will advise you that you may choose one of several options under the following procedures:</p> <p>a. If you choose to keep in effect the policy with the earlier effective</p>	<p>If a policyholder has two NFIP policies insuring the same property, the policyholder cannot benefit from the duplicate flood insurance coverage. The first policy purchased is the policy in force at the time of loss.</p> <p>When there is no loss involved, the policyholder may choose to keep either policy. If the policyholder chooses to combine the coverage amounts purchased, and the combined coverage does not exceed the statutory limits, the effective date of the</p>

VII. General Conditions	
Policy Language	Additional Explanation
<p>date, you may also choose to add the coverage limits of the later policy to the limits of the earlier policy. The change will become effective as of the effective date of the later policy.</p> <p>b. If you choose to keep in effect the policy with the later effective date, you may also choose to add the coverage limits of the earlier policy to the limits of the later policy. The change will be effective as of the effective date of the later policy.</p> <p>In either case, you must pay the pro rata premium for the increased coverage limits within 30 days of the written notice. In no event will the resulting coverage limits exceed the permissible limits of coverage under the Act or your insurable interest, whichever is less.</p> <p>We will make a refund to you, according to applicable NFIP rules, of the premium for the policy not being kept in effect.</p> <p>2. Your option under this Condition U. Duplicate Policies Not Allowed to elect which NFIP policy to keep in effect does not apply when duplicates have been knowingly created. Losses occurring under such circumstances will be adjusted according to the terms and conditions of the earlier policy. The policy with the later effective date must be canceled.</p>	<p>increased coverage begins on the renewal date of the second policy purchased.</p>
V. Loss Settlement	
<p>We will pay the least of the following amounts after application of the deductible:</p> <ol style="list-style-type: none"> <li>1. The applicable amount of insurance under this policy;</li> <li>2. The actual cash value; or</li> <li>3. The amount it would cost to repair or replace the property with material of like kind and quality within a reasonable time after the loss.</li> </ol>	<p>An actual loss settlement’s cash value is the cost to repair or replace insured building items at the time of the loss, less the building deductible and less its physical depreciation.</p>

<b>VIII. Liberalization Clause</b>	
Policy Language	Additional Explanation
<p>If we make a change that broadens your coverage under insurance as of the date we implement the change, provided this edition of our policy, but does not require any additional that this implementation date falls within 60 days before, or premium, then that change will automatically apply to your during, the policy term stated on the Declarations Page.</p>	<p>Insurers cannot apply additional coverages provided through the liberalization clause retroactively to losses that have occurred; insurers can apply it prospectively. The clause permits FEMA to give existing, active policyholders beneficial amendments without needing to separately endorse their policies, but does not provide any retroactive effect.</p>

<b>IX. What Law Governs</b>	
Policy Language	Additional Explanation
<p>This policy and all disputes arising from the handling of any Insurance Act of 1968, as amended (42 U.S.C. 4001, et seq.), claim under the policy are governed exclusively by the flood and Federal common law insurance regulations issued by FEMA, the National Flood Insurance Act of 1968, as amended (42 U.S.C. 4001, et seq.), and Federal common law.</p>	<p>Refer to policy language.</p>


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## 4 Residential Condominium Building Association Policy

I. Agreement	
Policy Language	Additional Explanation
<p>Please read the policy carefully. The flood insurance provided is subject to limitations, restrictions, and exclusions.</p> <p>This policy covers only a residential condominium building in a regular program community. If the community reverts to emergency program status during the policy term and remains as an emergency program community at time of renewal, this policy cannot be renewed.</p> <p>The Federal Emergency Management Agency (FEMA) provides flood insurance under the terms of the National Flood Insurance Act of 1968 and its Amendments, and Title 44 of the Code of Federal Regulations.</p> <p>We will pay you for direct physical loss by or from flood to your insured property if you:</p> <ol style="list-style-type: none"> <li>1. Have paid the correct premium;</li> <li>2. Comply with all terms and conditions of this policy; and</li> <li>3. Have furnished accurate information and statements.</li> </ol> <p>We have the right to review the information you give us at any time and to revise your policy based on our review.</p>	<p>This policy is under Federal law, unlike other property lines. Relevant definition at II.B.12 (direct physical loss). Policyholder responsibilities appear at Section VIII.J, K. Post-loss underwriting at Section VIII.G.</p>

II. Definitions	
Policy Language	Additional Explanation
<p>A. In this policy, "you" and "your" refer to the insured(s) shown on the Declarations Page of this policy. Insured(s) includes: Any mortgagee and loss payee named in the Application and Declarations Page, as well as any other mortgagee or loss payee determined to exist at the time of loss in the order of precedence. "We," "us," and "our" refer to the insurer.</p> <p>Some definitions are complex because they are provided as they appear in the law or regulations, or result from court cases. The precise definitions are intended to protect you.</p>	
<p><b>Flood</b></p> <p>1. A general and temporary condition of partial or complete inundation of two or more acres of normally dry land area or of two or more properties (one of which is your property) from:</p> <ul style="list-style-type: none"> <li>a. Overflow of inland or tidal waters,</li> <li>b. Unusual and rapid accumulation or runoff of surface waters from any source,</li> <li>c. Mudflow.</li> </ul>	<p>A flood is a general and temporary condition of partial or complete inundation by surface water from any source, from the overflow of inland or tidal waters, the unusual and rapid accumulation or runoff, or mudflow. (See definition of mudflow at SFIP Section II.B.19.) The inundation must cover two or more acres of normally dry land or two or more properties (parcels of land), one of which must be the policyholders parcel and the other may be public property such as a roadway.</p> <p>The reference to “partial or complete inundation of two or more acres of normally dry land area or of two or more properties” requires that the two or more acres must be continuous acres, and that the two or more inundated properties (parcels of land) must be adjoining.</p>
<p>2. Collapse or subsidence of land along the shore of a lake or similar body of water as a result of erosion undermining caused by waves or currents of water exceeding anticipated cyclical levels which result in a flood as defined in A.1.a. above.</p>	<p>The SFIP also defines a flood as the collapse or subsidence of land along the shore of a lake or similar body of water from erosion or undermining caused by waves or currents of water (velocity flow) exceeding anticipated cyclical levels during a flood from the overflow of inland or tidal waters. Resultant damage to the insured building is covered; while the collapsed land is not covered.</p> <p>The SFIP does not cover damage from earth movement or gradual erosion.</p> <p>See Exclusions at SFIP Section V.C.</p>
<p>B. The following are the other key definitions we use in this policy:</p>	
<p>1. <b>Act</b></p> <p>The National Flood Insurance Act of 1968 and any amendments to it.</p>	<p>Refer to policy language.</p>
<p>2. <b>Actual Cash Value</b></p> <p>The cost to replace an insured item of property at the time of loss, less the</p>	<p>Actual cash value is the cost to replace a building, a building item, or a personal property item, that includes all charges related to material, labor, and equipment.</p>

II. Definitions	
Policy Language	Additional Explanation
value of its physical depreciation.	The unit price may include charges such as delivery, assembly, sales tax, and any applicable overhead and profit, and the like, less applicable depreciation on all components of such price.
<p><b>3. Application</b></p> <p>The statement made and signed by you or your agent in applying for this policy. The application gives information we use to determine the eligibility of the risk, the kind of policy to be issued, and the correct premium payment. The application is part of this flood insurance policy. For us to issue you a policy, the correct premium payment must accompany the application.</p>	The statement made and signed by the prospective policyholder or the agent when applying for a policy. The application contains information including the property description, information to determine eligibility, the policy form, selected coverage and limits, deductible, and the premium amount.
<p><b>4. Base Flood</b></p> <p>A flood having a one percent chance of being equaled or exceeded in any given year.</p>	Refer to policy language.
<p><b>5. Basement</b></p> <p>Any area of the building, including any sunken room or sunken portion of a room, having its floor below ground level (subgrade) on all sides.</p>	<p>The SFIP definition for a basement means the floor level of a room, or any area of a floor level in a building is below the ground level on all sides. This definition may differ from what policyholders may consider their “basement”. The SFIP considers a sunken room or sunken portion of a room to be a basement if the floor level is below the ground level on all sides. The entire below-ground-floor-level area, including walls and ceiling, is subject to basement coverage limitations.</p> <p style="text-align: center;"><b>Figure 21: Sunken Room</b></p> 

## II. Definitions


### Policy Language

### Additional Explanation

Ground level is the surface of the ground immediately along the perimeter of the building. If an exterior area of egress into the building is below the ground level on all sides, installed over a subgrade, the area of egress is below ground level.

**Figure 22: Ground Level vs. Below Ground Level**



II. Definitions	
Policy Language	Additional Explanation
	<p><b>Figure 23: Egress</b></p> 
	<p>A subgrade is a surface of earth leveled off to receive a foundation such as a concrete slab of a building. Subgrade does not mean “below the ground level”.</p> <p>The insurer may need to engage a qualified professional (e.g., surveyor) to measure the floor level in question. See <a href="#">Section 2</a> of this manual.</p> <p>Sump wells and elevator pits are not basements because they are not a floor level.</p>
<p><b>6. Building</b></p> <ul style="list-style-type: none"> <li>a. A structure with two or more outside rigid walls and a fully secured roof, that is affixed to a permanent site;</li> <li>b. A manufactured home (“a manufactured home,” also known as a mobile home, is a structure: built on a permanent chassis, transported to its site in one or more sections, and affixed to a permanent foundation); or</li> <li>c. A travel trailer without wheels, built on a chassis and affixed to a permanent foundation, that is regulated under the community’s</li> </ul>	<p>The SFIP covers a building, manufactured home (mobile home), or travel trailer, if located at the described location as shown on the Declaration Page. The policy insures only one building.</p> <p>The SFIP requires a building to be affixed to a permanent site, whereas it requires a manufactured home and a travel trailer to be affixed to a permanent foundation.</p> <p>A building is not a gas or liquid storage tank, nor is it a travel trailer (recreational vehicle) with attached wheels.</p> <p>Apply the same rules to determine building and contents coverage with a storage or</p>

II. Definitions	
Policy Language	Additional Explanation
<p>floodplain management and building ordinances or laws.</p> <p>Building does not mean a gas or liquid storage tank or a recreational vehicle, park trailer or other similar vehicle, except as described in B.6.c., above.</p>	<p>shipping container, if it is used as a shed/storage building or residence, as you would a manufactured home or travel trailer.</p>
<p><b>7. Cancellation</b></p> <p>The ending of the insurance coverage provided by this policy before the expiration date.</p>	<ul style="list-style-type: none"> <li>• The NFIP <a href="#">Flood Insurance Manual</a> provides an exhaustive list for all valid policy cancellation reasons.</li> <li>• The expiration date is the ending of the policy term, the period of coverage provided by the insurance policy.</li> <li>• The SFIP is for a one-year term.</li> </ul>
<p><b>8. Condominium</b></p> <p>That form of ownership of real property in which each unit owner has an undivided interest in common elements.</p>	<p>Refer to policy language.</p>
<p><b>9. Condominium Association</b></p> <p>The entity made up of the unit owners responsible for the maintenance and operation of:</p> <ol style="list-style-type: none"> <li>a. Common elements owned in undivided shares by unit owners; and</li> <li>b. Other real property in which the unit owners have use rights; where membership in the entity is a required condition of unit ownership.</li> </ol>	<p>A Condominium Association is an entity recognized by a state.</p> <p>Homeowners’ associations, townhome associations, and cooperatives, and the like, are not condominium associations.</p>
<p><b>10. Declarations Page</b></p> <p>A computer-generated summary of information you provided in the application for insurance. The Declarations Page also describes the term of the policy, limits of coverage, and displays the premium and our name. The Declarations Page is a part of this flood insurance policy.</p>	<p>Refer to policy language.</p>
<p><b>11. Described Location</b></p> <p>The location where the insured building(s) or personal property are found. The described location is shown on the Declarations Page.</p>	<p>Refer to policy language.</p>


II. Definitions	
Policy Language	Additional Explanation
<p><b>12. Direct Physical Loss By or From Flood</b></p> <p>Loss or damage to insured property, directly caused by a flood. There must be evidence of physical changes to the property.</p>	<p>The SFIP only pays for damage caused by direct physical loss by or from flood, as defined by the SFIP. Direct physical loss means flood must physically contact the insured property and there must be evidence of physical change by or from flood to the insured building or to insured personal property.</p> <p>Several SFIP provisions, each with its own criteria, address specific situations where the condition of direct physical loss by or from flood occurs despite an exclusion that would suggest otherwise. In these specific situations, listed below, the insurer must thoroughly document the presence of the relevant criteria in the claim file for coverage and payment:</p> <ul style="list-style-type: none"> <li>Losses from mudflow and collapse or subsidence of land as a result of erosion specifically covered under the SFIP definition of flood (see SFIP Section V.C., as well as II.A.1.c and II.A.2)</li> <li>Back up of water and water-borne material through sewers or drains, where a flood is the proximate cause of the sewer or drain backup (see SFIP Section V.D.5.a.)</li> <li>Discharge or overflow from a sump, sump pump, or related equipment, where a flood is the proximate cause of the sump pump discharge or overflow (see SFIP Section V.D.5.b.)</li> <li>Seepage or leakage on or through the insured building, where a flood is the proximate cause of the seepage of water (see SFIP Section V.D.5.c.)</li> <li>Pressure or weight of water, where a flood is the proximate cause of the damage from the pressure or weight of water (see SFIP Section V.D.6.)</li> </ul>
<p><b>13. Elevated Building</b></p> <p>A building that has no basement and that has its lowest elevated floor raised above ground level by foundation walls, shear walls, posts, piers, pilings, or columns.</p>	<p>For more information about elevated buildings, see Section 2 of this manual, <a href="#">Lowest Floor Elevation</a>.</p>
<p><b>14. Emergency Program</b></p> <p>The initial phase of a community’s participation in the National Flood Insurance Program. During this phase, only limited amounts of insurance are</p>	<p>Refer to policy language.</p>




II. Definitions	
Policy Language	Additional Explanation
available under the Act.	
<p><b>15. Expense Constant</b></p> <p>A flat charge you must pay on each new or renewal policy to defray the expenses of the Federal Government related to flood insurance.</p>	There is no longer an Expense Constant charge. There is the surcharge imposed by Section 1308 the Homeowner Flood Insurance Affordability Act of 2014 (HFIAA).
<p><b>16. Federal Policy Fee</b></p> <p>A flat charge you must pay on each new or renewal policy to defray certain administrative expenses incurred in carrying out the National Flood Insurance Program. This fee covers expenses not covered by the Expense Constant.</p>	Refer to policy language.
<p><b>17. Improvements</b></p> <p>Fixtures, alterations, installations, or additions comprising a part of the insured dwelling or the apartment in which you reside.</p>	Refer to policy language.
<p><b>18. Mudflow</b></p> <p>A river of liquid and flowing mud on the surface of normally dry land areas, as when earth is carried by a current of water. Other earth movements, such as landslide, slope failure, or a saturated soil mass moving by liquidity down a slope, are not mudflows.</p>	A mudflow is liquid mud flowing in a manner akin to water flowing, which causes damage in a manner similar to moving water.
<p><b>19. National Flood Insurance Program (NFIP)</b></p> <p>The program of flood insurance coverage and floodplain management administered under the Act and applicable Federal regulations in Title 44 of the Code of Federal Regulations, Subchapter B.</p>	Refer to policy language.
<p><b>20. Policy</b></p> <p>The entire written contract between you and us. It includes:</p> <ul style="list-style-type: none"> <li>a. This printed form;</li> <li>b. The application and Declarations Page;</li> <li>c. Any endorsement(s) that may be issued; and</li> </ul>	Refer to policy language.



II. Definitions	
Policy Language	Additional Explanation
<p>d. Any renewal certificate indicating that coverage has been instituted for a new policy and new policy term.</p> <p>Only one dwelling, which you specifically described in the application, may be insured under this policy.</p>	
<p><b>21. Pollutants</b></p> <p>Substances that include, but are not limited to, any solid, liquid, gaseous, or thermal irritant or contaminant, including smoke, vapor, soot, fumes, acids, alkalis, chemicals, and waste. “Waste” includes, but is not limited to, materials to be recycled, reconditioned, or reclaimed.</p>	<p>Testing for or monitoring of pollutants is not covered unless required by law. See Section V.F. of the SFIP.</p>
<p><b>22. Post-FIRM Building</b></p> <p>A building for which construction or substantial improvement occurred after December 31, 1974, or on or after the effective date of an initial Flood Insurance Rate Map (FIRM), whichever is later.</p>	<p>Start of construction or substantial improvement after December 31, 1974, or on or after the issuance of the community’s initial Flood Insurance Rate Map (FIRM), whichever is later. Note: A pre-FIRM building is a building constructed or substantially improved on or before December 31, 1974, or prior to the effective date of the community’s initial FIRM, whichever is later.</p>
<p><b>23. Probation Premium</b></p> <p>A flat charge you must pay on each new or renewal policy issued covering property in a community the NFIP has placed on probation under the provisions of 44 CFR 59.24.</p>	<p>Refer to policy language.</p>
<p><b>24. Regular Program</b></p> <p>The final phase of a community’s participation in the National Flood Insurance Program. In this phase, a Flood Insurance Rate Map is in effect and full limits of coverage are available under the Act.</p>	<p>Refer to policy language.</p>
<p><b>25. Residential Condominium Building</b></p> <p>A building, owned and administered as a condominium, containing one or more family units and in which at least 75% of the floor area is residential.</p>	<p>Refer to policy language.</p>
<p><b>26. Special Flood Hazard Area</b></p>	<p>All zones listed are SFHAs. However, the post-FIRM elevated building coverage</p>

II. Definitions	
Policy Language	Additional Explanation
<p>An area having special flood or mudflow, and/or flood-related erosion hazards, and shown on a Flood Hazard Boundary Map or Flood Insurance Rate Map as Zone A, AO, A1–A30, AE, A99, AH, AR, AR/A, AR/AE, AR/AH, AR/AO, AR/A1–A30, V1–V30, VE, or V.</p>	<p>limitations apply only to Zones A1–A30, AE, AH, AR, AR/A, AR/AE, AR/AH, AR/A1–A30, V1–V30, and VE.</p>
<p><b>27. Unit</b></p> <p>A single-family unit you own in a condominium building.</p>	<p>Refer to policy language.</p>
<p><b>28. Valued Policy</b></p> <p>A policy in which the insured and the insurer agree on the value of the property insured, that value being payable in the event of a total loss. The Standard Flood Insurance Policy is not a valued policy.</p>	<p>The SFIP is not a valued policy. A valued policy is a policy where the policyholder and insurer agree on the dollar value of the property at the time a policy is placed. In the event of a total loss, a valued policy pays the agreed dollar value of coverage, without the policyholder proving the value of the loss.</p>

III. Property Covered	
Policy Language	Additional Explanation
<p>C. Coverage A—Building Property</p> <p>We insure against direct physical loss by or from flood to:</p>	
<p>1. The residential condominium building described on the Declarations Page at the described location, including all units within the building and the improvements within the units.</p>	<p>Refer to policy language.</p>
<p>2. We also insure such building property for a period of 45 days at another location, as set forth in III.C.2.b., Property Removed to Safety.</p>	<p>Refer to policy language.</p>
<p>3. Additions and extensions attached to and in contact with the dwelling by means of a rigid exterior wall, a solid load-bearing interior wall, a stairway, an elevated walkway, or a roof. At your option, additions and extensions connected by any of these methods may be separately insured. Additions and extensions attached to and in contact with the building by means of a common interior wall that is not a solid load-bearing wall are always considered part of the dwelling and cannot be separately insured.</p>	<p>A property owner has the option to separately insure an addition under its own SFIP if the addition, considered by itself, meets the definition of a building. Otherwise, an addition or extension is covered under the RCBAP as part of the building.</p> <p style="text-align: center;"><b>Figure 24: Examples of additions and extensions and the five means of connection</b></p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 1px solid gray; width: 150px; height: 150px; background-color: white;"></div>  </div>

III. Property Covered	
Policy Language	Additional Explanation
<p>4. The following fixtures, machinery and equipment, including its units, which are covered under Coverage A only:</p> <ul style="list-style-type: none"> <li>a. Awnings and canopies;</li> <li>b. Blinds;</li> <li>c. Carpet permanently installed over unfinished flooring;</li> <li>d. Central air conditioners;</li> <li>e. Elevator equipment;</li> <li>f. Fire extinguishing apparatus;</li> <li>g. Fire sprinkler systems;</li> <li>h. Walk-in freezers;</li> <li>i. Furnaces;</li> <li>j. Light fixtures;</li> <li>k. Outdoor antennas and aerials fastened to buildings;</li> </ul>	<div style="display: flex; justify-content: space-around;">   </div>  <p>Blinds include vertical and horizontal types.                      Central air conditioners include related built-in equipment for dehumidification, air filtering, and ventilation.                      Walk-in freezers and coolers must be permanently installed or built-in.                      Furnaces and radiators include heat pumps, boilers, and related installed equipment for humidification, air filtering, and ventilation.                      Ranges, cooking stoves, ovens include cooktops, range hoods, and built-in cooking exhaust apparatuses.                      Refrigerators include wine coolers, and other major appliances that refrigerate.</p>

III. Property Covered	
Policy Language	Additional Explanation
<ul style="list-style-type: none"> <li>l. Permanently installed cupboards, bookcases, paneling, and wallpaper;</li> <li>m. Pumps and machinery for operating pumps;</li> <li>n. Ventilating equipment;</li> <li>o. Wall mirrors, permanently installed; and</li> <li>p. In the units within the building, installed:                             <ul style="list-style-type: none"> <li>(1) Built-in dishwashers;</li> <li>(2) Built-in microwave ovens;</li> <li>(3) Garbage disposal units;</li> <li>(4) Hot water heaters, including solar water heaters;</li> <li>(5) Kitchen cabinets;</li> <li>(6) Plumbing fixtures;</li> <li>(7) Radiators;</li> <li>(8) Ranges;</li> <li>(9) Refrigerators; and</li> <li>(10) Stoves.</li> </ul> </li> </ul>	
<p>5. Materials and supplies to be used for construction, alteration or repair of the insured building while the materials and supplies are stored in a fully enclosed building at the described location or on an adjacent property.</p>	<p>Refer to policy language.</p>
<p>6. A building under construction, alteration or repair at the described location.</p> <ul style="list-style-type: none"> <li>a. If the structure is not yet walled or roofed as described in the definition for building (see II.B.6.a.), then coverage applies:                             <ul style="list-style-type: none"> <li>(1) Only while such work is in progress; or</li> <li>(2) If such work is halted, only for a period of up to 90 continuous days thereafter.</li> </ul> </li> <li>b. However, coverage does not apply until the building is walled and roofed if the lowest floor, including the basement floor, of a non-elevated building or the lowest elevated floor of an elevated building is:                             <ul style="list-style-type: none"> <li>(1) Below the base flood elevation in Zones AH, AE, A1-30, AR, AR/AE, AR/AH, AR/A1-30, AR/A, AR/AO; or</li> <li>(2) Below the base flood elevation adjusted to include the effect of wave</li> </ul> </li> </ul>	<p>The SFIP only covers buildings under construction affixed to a permanent site. For example, NFIP does not cover a building elevated on temporary cribbing and not affixed to a permanent site.</p> <p>The SFIP covers building materials and supplies for the insured building under construction stored in a fully enclosed building up to building policy limits per RCBAP Section III.A.5.</p> <p>The deductible is double the applicable deductible for buildings under construction, alteration, or repair. See RCBAP – Section VI.A.</p> <p>The SFIP does not cover a building under construction if work stops for 90 continuous days. Coverage will resume when work resumes.</p> <p>The SFIP does not cover a post-FIRM building under construction before it is walled and roofed when the basement floor or the lowest elevated floor is:</p>

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<p>action in Zones VE or V1–30.</p> <p>The lowest floor levels are based on the bottom of the lowest horizontal structural member of the floor in Zones VE or V1–V30 and the top of the floor in Zones AH, AE, A1–A30, AR, AR/AE, AR/AH, AR/ A1–A30, AR/A, AR/AO.</p>	<p>Below Base Flood Elevation (BFE) in Zones AH, AE, A1–A30, AR, AR/AE, AR/AH, AR/A1–A30, AR/A, or AR/AO.</p> <p>Below the BFE adjusted for wave action in Zones VE or V1–V30.</p> <p>The SFIP does not cover tools for construction, such as forms, cribbing, power tools, etc.</p>
<p>7. A manufactured home or a travel trailer as described in the DefinitionsSection (See II.B.b. and c.).</p> <p>If the manufactured home is in a special flood hazard area, it must be anchored in the following manner at the time of the loss:</p> <ul style="list-style-type: none"> <li>a. By over-the-top or frame ties to ground anchors; or</li> <li>b. In accordance with the manufacturer’s specifications; or</li> <li>c. In compliance with the community’s floodplain management requirements unless it has been continuously insured by the NFIP at the same described location since September 30, 1982.</li> </ul>	<p>A manufactured (mobile) home is a structure built on a permanent chassis, transported to its site in one or more sections, and affixed to a permanent foundation. It can be a travel trailer without wheels, built on a chassis, affixed to a permanent foundation that a community regulates under its floodplain management and building ordinances. The term “manufactured home” does not include a “recreational vehicle”.</p> <p>For the SFIP to insure a manufactured home, the owner must affix it to a permanent foundation. A permanent foundation for a manufactured home may be a poured masonry slab, foundation walls, piers, or block supports. The foundation, not the wheels and or the axles, must support all of the weight of the manufactured (mobile) home.</p> <p>If the mobile home is in a Special Flood Hazard Area (SFHA), the owner must anchor it to a permanent foundation to resist flotation, collapse, or lateral movement by:</p> <ul style="list-style-type: none"> <li>Providing over-the-top or frame ties to ground anchors.</li> <li>Following the manufacturer’s specification for anchoring.</li> <li>Complying with the community’s floodplain management requirements.</li> </ul>
<p>8. Items of property in a building enclosure below the lowest elevated floor of an elevated post-FIRM building located in zones A1-A30, AE, AH, AR, AR/A, AR/AE, AR/AH, AR/ A1-A30, V1-V30, or VE, or in a basement, regardless of the zone. Coverage is limited to the following:</p> <ul style="list-style-type: none"> <li>a. Any of the following items, if installed in their functioning locations and, if necessary for operation, connected to a power source:</li> </ul>	<p>The SFIP does not cover items that are not listed under this provision that are installed or located either in a basement or below the lowest elevated floor of a post-FIRM building in an SFHA, interior or exterior.</p> <p>This post-FIRM elevated building limitation does not apply to SFHA Zones A, AO, A99, AR/AO, V, and VO. Basement limitations apply in all zones.</p>
<p>(1) Central air conditioners;</p>	<p>Central air conditioners include related built-in equipment for dehumidification, air filtering, and ventilation.</p>

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Policy Language	Additional Explanation
<p>(2) Cisterns and the water in them;</p>	<p>Refer to policy language.</p>
<p>(3) Drywall for walls and ceilings in a basement and the cost of labor to nail it, unfinished and unfloated and not taped, to the framing;</p>	<p>Unfinished, unfloated, and not taped drywall installed anywhere in a basement. The SFIP will also pay for unfinished, unfloated, and not taped drywall in lieu of paneling or any finished wall treatment. The SFIP does not cover interior framed walls or interior partition walls.</p> <p>For an elevated building located in an SFHA, full coverage begins at the lowest elevated floor. This is the lowest floor raised above ground, even if the pilings extend beyond it (see <a href="#">Lowest Elevated Floor Determination</a>, in Section 2 this manual). Items of property that include but not limited to, garage doors, exterior doors, windows, and drywall that originate below the lowest elevated floor is subject to the post firm limitations and excluded.</p> <p>The SFIP does not cover items, interior or exterior, located below the lowest elevated floor of a post-FIRM elevated building.</p>
<p>(4) Electrical junction and circuit breaker boxes;                      (5) Electrical outlets and switches;</p>	<p>Electrical junction and circuit breaker boxes include a junction box, which serves as an unfinished basic light fixture. See <a href="#">Figure 25</a> below. NFIP does not cover finished lighting, which is an improvement ad defined in Section II.B.17, of the SFIP.</p> <p style="text-align: center;"><b>Figure 25: Unfinished Light Fixture</b></p>
<p>(6) Elevators, dumbwaiters, and related equipment, except for related equipment installed below the base flood elevation after September 30, 1987;</p>	<p>For elevators and dumbwaiters installed below the BFE after September 30, 1987, coverage is limited to the cab and the included controls installed on or in the cab. Related equipment is everything except the cab and the included controls, and is not covered.</p>


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(7) Fuel tanks and the fuel in them;	Fuel tanks and the fuel in them include a connected fuel gauge or fuel filter.
(8) Furnaces and hot water heaters;	Furnaces and hot water heaters include boilers and permanently installed equipment for humidification, air filtering, and ventilation. This includes those portions of the central HVAC in a building enclosure below the LFE or basement, including boilers and connected radiators and hot water baseboards. This does not include electric baseboard heaters whether hardwired to the electrical system or not.
(9) Heat pumps	Heat pumps and other central HVAC units permanently installed equipment related to humidification, dehumidification, air filtering, and ventilation.
(10) Nonflammable insulation in a basement;	<p>Nonflammable insulation in a basement includes:</p> <ul style="list-style-type: none"> <li>Nonflammable insulation in walls and ceilings.</li> <li>Nonflammable insulation installed between joists within the lowest elevated floor and unfinished protective weather barriers affixed to floor joists.</li> </ul> <p>The SFIP does not cover unattached protective barriers located in a crawlspace and subject to basement or post-FIRM coverage limitations.</p>
(11) Pumps and tanks used in solar energy systems;	Refer to policy language.
(12) Stairways and staircases attached to the building, not separated from it by elevated walkways;	Stairways and staircases attached to the building, not separated from it by elevated walkways includes an exterior staircase into a basement that is part of the building and enclosed by an addition defined under SFIP Section III.A.2. The SFIP does not cover the basement exterior egress staircase located outside of the perimeter building walls, even if covered by a roof or door. See SFIP Section IV.9.
(13) Sump pumps; (14) Water softeners and the chemicals in them, water filters, and faucets installed as an integral part of the plumbing system;	Refer to policy language.
(15) Well water tanks and pumps;	Well water tanks and pumps include the pressure switch, pressure valve, and



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Policy Language	Additional Explanation
	gauge.
(16) Required utility connections for any item in this list; and	Refer to policy language.
(17) Footings, foundations, posts, pilings, piers, or other foundation walls and anchorage systems required to support a building.	<p>Footings, foundations, posts, pilings, piers, or other foundation walls and anchorage systems required to support a building:</p> <p style="padding-left: 40px;">Include windows and doors installed in the perimeter foundation walls of an SFIP-defined basement area, i.e., garage door or sliding glass door.</p> <p style="padding-left: 40px;">Include vents installed in the foundation wall of a post-FIRM elevated building</p> <p style="padding-left: 40px;">Does not include screen or storm doors, or a door covering or enclosing an exterior egress in a basement, such as a Bilco™ door.</p>
b. Clean-up.	<p>Clean-up includes:</p> <p style="padding-left: 40px;">Pumping out trapped floodwater</p> <p style="padding-left: 40px;">Labor to remove or extract spent cleaning solutions</p> <p style="padding-left: 40px;">Treatment for mold and mildew</p> <p style="padding-left: 40px;">Structural drying of salvageable interior foundation elements</p> <p>The SFIP does not cover clean-up of an item or property located in areas subject to basement and post-FIRM coverage limitations – that is, the property must itself be covered under SFIP Section III(A)(8) –or for items or loss otherwise excluded under this policy.</p> <p>Clean-up is not debris removal. See SFIP Section III.C.1 for Debris Removal.</p>
<b>D. Coverage B—Personal Property</b>	
<p>1. If you have purchased personal property coverage, we insure, subject to B.2. and B.3. below, against direct physical loss by or from flood to personal property that is inside the fully enclosed insured building and is:</p> <p style="padding-left: 20px;">a. Owned by the unit owners of the condominium association in common, meaning property in which each unit owner has an undivided ownership interest; or</p> <p style="padding-left: 20px;">b. Owned solely by the condominium association and used exclusively in the</p>	The SFIP does not cover personal property items not within the fully enclosed insured building.

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Policy Language	Additional Explanation
<p>conduct of the business affairs of the condominium association.</p> <p>We also insure such personal property for 45 days while stored at a temporary location, as set forth in III.C.2.b., Property Removed to Safety.</p>	
<p><b>2.</b> Coverage for personal property includes the following property, subject to B.1. above, which is covered under Coverage B only:</p> <ul style="list-style-type: none"> <li>a. Air conditioning units-portable or window type;</li> <li>b. Carpet, not permanently installed, over unfinished flooring;</li> <li>c. Carpets over finished flooring;</li> <li>d. Clothes washers and dryers;</li> <li>e. "Cook-out" grills;</li> <li>f. Food freezers, other than walk-in, and the food in any freezer;</li> <li>g. Outdoor equipment and furniture stored inside the insured building;</li> <li>h. Ovens and the like; and</li> <li>i. Portable microwave ovens and portable dishwashers</li> </ul>	<p>Coverage A – Building Property covers through-the-wall air conditioning units that are permanently installed.</p> <p>Clothes washers and dryers including the dryer exhaust vent kit</p> <p>Coverage B applies to food freezers only. NFIP considers an appliance that both refrigerates and freezes as a refrigerator and covers it under Coverage A – Building Property..</p>
<p><b>3.</b> Coverage for items of property in a building enclosure below the lowest elevated floor of an elevated post-FIRM building located in Zones A1–A30, AE, AH, AR, AR/A, AR/AE, AR/AH, AR/A1–A30, V1–V30, or VE, or in a basement, regardless of the zone, is limited to the following items, if installed in their functioning locations and, if necessary for operation, connected to a power source:</p> <ul style="list-style-type: none"> <li>a. Air conditioning units-portable or window type;</li> <li>b. Clothes washers and dryers; and</li> <li>c. Food freezers, other than walk-in, and food in any freezer.</li> </ul>	<p>Coverage A – Building Property covers through-the-wall air conditioning units that are permanently installed.</p> <p>Clothes washers and dryers including the dryer exhaust vent kit.</p> <p>Coverage B applies to food freezers only. NFIP considers an appliance that both refrigerates and freezes, a refrigerator and covers it under Coverage A – Building Property.</p> <p>This provision does not apply to Zones A, AO, A99, AR/AO, V, and VO.</p>
<p><b>4. Special Limits.</b> We will pay no more than \$2,500 for any one loss to one or more of the following kinds of personal property:</p> <ul style="list-style-type: none"> <li>a. Artwork, photographs, collectibles, or memorabilia, including but not limited to, porcelain or other figures, and sports cards;</li> <li>b. Rare books or autographed items;</li> <li>c. Jewelry, watches, precious and semi-precious stones, or articles of gold, silver, or platinum;</li> </ul>	<p>Payments for these items may not exceed \$2,500.00 in aggregate.</p>

III. Property Covered	
Policy Language	Additional Explanation
<p>d. Furs or any article containing fur which represents its principal value.</p>	
<p>5. We will pay only for the functional value of antiques.</p>	<p>The SFIP does not value an antique based on the rarity of the item, nor does it apply depreciation based solely on age or its physical condition. The SFIP bases the value of an antique item on its functional value considering its quality. The adjuster should apply depreciation based on its restored condition at the time of the loss.</p> <p>SFIP-covered Functional value for an antique = Agreed appraised value – Intangible value – Depreciation</p> <p>As an example, a 400-year-old fully restored chair formerly owned by a historical figure is appraised by a certified industry professional at \$25,000. The chair has seen general usage for 3-years after its restoration date. Applying judgment, a new chair with the same or similar functional design, material quality, and craftsmanship is comparably worth \$3500. Less 3 percent depreciation, the SFIP would pay the functional value of \$3,395, as functional value must also take into account depreciation.</p>
<p>E. Coverage C—Other Coverages</p>	
<p>1. <b>Debris Removal</b></p> <p>a. We will pay the expense to remove non-owned debris that is on or in insured property and debris of insured property anywhere.</p> <p>b. If you or a member of your household perform the removal work, the value of your work will be based on the Federal minimum wage.</p> <p>c. This coverage does not increase the Coverage A or Coverage B limit of liability.</p>	<p>Insured property means the insured dwelling and covered personal property.</p> <p>The SFIP does not pay for removal of:</p> <ul style="list-style-type: none"> <li>Non-covered debris anywhere, such as a non-covered damaged property or debris located in the yard, driveway, or on another parcel of land.</li> <li>Non-covered items of property even if the removal of the item facilitates cleanup or covered building repairs, such as the removal of carpet installed inside a basement, or the removal plants, shrubs or trees along the perimeter of the building to access foundation or siding repairs.</li> </ul> <p>See <a href="#">Debris Removal</a> in Section 2 of this manual.</p>
<p>2. <b>Loss Avoidance Measures</b></p>	<p>The SFIP only covers those items specifically noted. The policyholder must provide receipts for covered materials they purchased. Additionally, the NFIP</p>

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Policy Language	Additional Explanation
<p>a. Sandbags, Supplies, and Labor</p> <p>(1) We will pay up to \$1,000 for costs you incur to protect the insured building from a flood or imminent danger of flood, for the following:</p> <p>(a) Your reasonable expenses to buy:</p> <ul style="list-style-type: none"> <li>(i) Sandbags, including sand to fill them;</li> <li>(ii) Fill for temporary levees;</li> <li>(iii) Pumps; and</li> <li>(iv) Plastic sheeting and lumber used in connection with these items; and</li> </ul> <p>(b) The value of work, at the Federal minimum wage, that you perform.</p> <p>(2) This coverage for Sandbags, Supplies, and Labor applies only if damage to insured property by or from flood is imminent and the threat of flood damage is apparent enough to lead a person of common prudence to anticipate flood damage. One of the following must also occur:</p> <p>(a) A general and temporary condition of flooding in the area near the described location must occur, even if the flood does not reach the insured building; or</p> <p>(b) A legally authorized official must issue an evacuation order or other civil order for the community in which the insured building is located calling for measures to preserve life and property from the peril of flood. This coverage does not increase the Coverage A or Coverage B limit of liability.</p>	<p>reimburses the policyholder and members of the policyholder’s household labor at the Federal minimum wage at the time of the loss.</p> <p>Water-filled bladders, as shown in <a href="#">Figure 26</a>, are considered a temporary levee for the purposes of loss avoidance coverage. However, because these are reusable, the SFIP will pay the cost to purchase the bladder once, but only when the initial purchase is in connection to the claimed flood event. After that event, any future claim for loss avoidance here is limited to the labor and fill material.</p> <p style="text-align: center;"><b>Figure 26: Water-filled Bladder</b></p> 
<p>b. Property Removed to Safety</p> <p>(1) We will pay up to \$1,000 for the reasonable expenses you incur to move insured property to a place other than the described location that contains the property in order to protect it from flood or the imminent danger of flood.</p> <p>Reasonable expenses include the value of work, at the Federal minimum</p>	<p>The SFIP coverage of “reasonable expenses” under this provision is limited to the policyholder’s removal, storage, and return of covered building and personal property to the location described on the declarations page. The insurer may reimburse the policyholder for related expenses for labor of the policyholder and family members at Federal minimum wage, and incurred transportation and storage costs. The policyholder must itemize and support these expenses with valid proof of payment. Coverage here is limited only to</p>

III. Property Covered	
Policy Language	Additional Explanation
<p>wage, that you perform.</p> <p>(2) If you move insured property to a location other than the described location that contains the property, in order to protect it from flood or the imminent danger of flood, we will cover such property while at that location for a period of 45 consecutive days from the date you begin to move it there. The personal property that is moved must be placed in a fully enclosed building, or otherwise reasonably protected from the elements.</p> <p>Any property removed, including a moveable home described in II.6.b. and c., must be placed above ground level or outside of the special flood hazard area.</p> <p>This coverage does not increase the Coverage A or Coverage B limit of liability.</p>	<p>the length of time that a flood or the imminent danger of flood exists. Payment under this provision does not increase Coverage A – Building Property or Coverage B – Personal Property limits of liability.</p> <p>The SFIP will cover from the peril of flood, the property relocated to another location for a period of 45 consecutive days from the date the policyholder began to move the property. If the policyholder does not place the property in a fully enclosed building, the property must be secured to prevent flotation out of the building. If the property floats out or away from the structure used to reasonably protect the property from the elements, it will be conclusively presumed that the policyholder did not reasonably secure the property. In that case there is no coverage for the property.</p> <p>Regarding the provision “must be placed above ground level or outside of the SFHA”, the relocated site of the property must be a reasonable location to prevent loss compared to the described location. For example, where surrounding terrain is sloped, the site of the relocated property must be on a higher elevation than the floor level of the building at described location where the property was originally located; the policyholder may not relocate the property to a basement. Where the surrounding terrain is level and the site of the relocated property is considered within the same flood hazard area, the property must be placed on a floor level in the relocated building that is a higher elevation compared to the floor level in the building at the described location where the property was originally located. The property may not be relocated into a lower enclosure below an elevated floor within a post-FIRM building located in a SFHA.</p>
<p>F. Coverage D—Increased Cost of Compliance</p>	
<p><b>1. General</b></p> <p>This policy pays you to comply with a State or local floodplain management law or ordinance affecting repair or reconstruction of a structure suffering flood damage. Compliance activities eligible for payment are: elevation, floodproofing, relocation, or demolition (or any combination of these activities) of your structure. Eligible floodproofing activities are limited to:</p>	<p>Refer to policy language.</p>

III. Property Covered	
Policy Language	Additional Explanation
<p>a. Non-residential structures.</p> <p>b. Residential structures with basements that satisfy FEMA's standards published in the Code of Federal Regulations [44 CFR 60.6 (b) or (c)].</p>	
<p><b>2. Limit of Liability</b></p> <p>We will pay you up to \$30,000 under this Coverage D—Increased Cost of Compliance, which only applies to policies with building coverage (Coverage A). Our payment of claims under Coverage D is in addition to the amount of coverage which you selected on the application and which appears on the Declarations Page. But the maximum you can collect under this policy for both Coverage A— Building Property and Coverage D—Increased Cost of Compliance cannot exceed the maximum permitted under the Act. We do not charge a separate deductible for a claim under Coverage D.</p>	<p>All three SFIP forms provide Increased Cost of Compliance (ICC) benefits as Coverage D. Increased Cost of Compliance. ICC provides up to \$30,000 toward the cost of bringing a flood-damaged structure into compliance with state or community floodplain management laws or ordinances governing repair or reconstruction following a flood.</p>
<p><b>3. Eligibility</b></p> <p>a. A structure covered under Coverage A—Building Property sustaining a loss caused by a flood as defined by this policy must:</p> <p style="margin-left: 20px;">(1) Be a “repetitive loss structure.” A repetitive loss structure is one that meets the following conditions:</p> <p style="margin-left: 40px;">(a) The structure is covered by a contract of flood insurance issued under the NFIP.</p> <p style="margin-left: 40px;">(b) The structure has suffered flood damage on two occasions during a 10-year period which ends on the date of the second loss.</p> <p style="margin-left: 40px;">(c) The cost to repair the flood damage, on average, equaled or exceeded 25% of the market value of the structure at the time of each flood loss.</p> <p style="margin-left: 40px;">(d) In addition to the current claim, the NFIP must have paid the previous qualifying claim, and the State or community must have a cumulative, substantial damage provision or repetitive loss provision in its floodplain management law or ordinance being enforced against the structure; or</p> <p style="margin-left: 20px;">(2) Be a structure that has had flood damage in which the cost to repair equals or exceeds 50% of the market value of the structure at the time</p>	<p>To be eligible for ICC, the community must declare the building substantially damaged. The amount paid for Coverage D – ICC and Coverage A – Building Property combined cannot exceed the maximum program limits \$250,000 x the number of units under the RCBAP Form.</p> <p>ICC is not available in Emergency Program communities.</p> <p>ICC is not available for:</p> <ul style="list-style-type: none"> <li>Contents-only policies.</li> <li>Group Flood Insurance policies.</li> <li>Dwelling Form policies on individual condominium units in a multi-unit building.</li> </ul> <p>In a multi-unit condominium building, ICC coverage is available through the condominium association’s flood policy. No separate deductible applies.</p> <p>ICC Claims</p> <p>The date of loss of the ICC claim is the date of loss of the underlying flood claim that triggers the requirement to comply with a community law or ordinance.</p> <p>Policyholders have up to six years from the date of the underlying flood loss to complete the eligible mitigation activity. Policyholders should know that</p>

III. Property Covered	
Policy Language	Additional Explanation
<p>of the flood. The State or community must have a substantial damage provision in its floodplain management law or ordinance being enforced against the structure.</p> <p>b. This Coverage D pays you to comply with State or local floodplain management laws or ordinances that meet the minimum standards of the National Flood Insurance Program found in the Code of Federal Regulations at 44 CFR 60.3. We pay for compliance activities that exceed those standards under these conditions:</p> <ol style="list-style-type: none"> <li>(1) 3.a.(1) above.</li> <li>(2) Elevation or floodproofing in any risk zone to preliminary or advisory base flood elevations provided by FEMA which the State or local government has adopted and is enforcing for flood-damaged structures in such areas. (This includes compliance activities in B, C, X, or D zones which are being changed to zones with base flood elevations. This also includes compliance activities in zones where base flood elevations are being increased, and a flood-damaged structure must comply with the higher advisory base flood elevation.) Increased Cost of Compliance coverage does not apply to situations in B, C, X, or D zones where the community has derived its own elevations and is enforcing elevation or floodproofing requirements for flood-damaged structures to elevations derived solely by the community.</li> <li>(3) Elevation or floodproofing above the base flood elevation to meet State or local “freeboard” requirements, i.e., that a structure must be elevated above the base flood elevation.</li> </ol> <p>c. Under the minimum NFIP criteria at 44 CFR 60.3 (b)(4), States and communities must require the elevation or floodproofing of structures in unnumbered A zones to the base flood elevation where elevation data is obtained from a Federal, State, or other source. Such compliance activities are also eligible for Coverage D.</p> <p>d. This coverage will also pay for the incremental cost, after demolition or relocation, of elevating or floodproofing a structure during its rebuilding at the same or another site to meet State or local floodplain management laws or ordinances, subject to Exclusion D.5.g. below relating to improvements.</p>	<p>initiating a mitigation project before receiving a substantial damage declaration from the community may jeopardize their eligibility to receive an ICC payment.</p> <p>For buildings in Zones B, C, X, D, unnumbered A and V, and A99, the adjuster must document why a building must undergo mitigation and obtain a written statement from the community to substantiate the ICC claim.</p> <p>For communities with a cumulative damage language in their ordinance, the building must have sustained two flood losses in 10 years, averaging 25 percent of the building’s value. The adjuster must verify that the community ordinance has such cumulative damage language and that the NFIP paid a claim for both qualifying losses.</p> <p>ICC does not pay for testing, monitoring, clean up, removal, containment, treatment, detoxification, or neutralization of pollutants even if required by community ordinance.</p> <p>Repetitive Loss Properties</p> <p>ICC is also available for repetitive loss properties. The NFIP defines a Repetitive Loss Structure as a building covered by an NFIP policy that has incurred flood-related damages on two occasions during a 10-year period ending on the date of the event for which the insured makes a second claim. The cost of repairing the flood damage, on the average, must equal or exceed 25 percent of the market value of the building at the time of each flood.</p> <p>Substantial Damage</p> <p>Insurers may only open an ICC claim when the community declares a building substantially damaged in writing. Neither FEMA nor the insurer can determine substantial damage or issue a substantial damage declaration. The community has the sole authority to determine substantial damage.</p> <p>Substantial damage can include non-covered, flood-related damage to a building due to earth movement or other code-required upgrades to a flood-damaged building’s electrical or HVAC systems if the building meets Coverage D – ICC eligibility requirements. ICC does not cover the cost to repair pre-existing damage, damage from other causes of loss such as wind or fire,</p>



III. Property Covered	
Policy Language	Additional Explanation
<p>e. This coverage will also pay to bring a flood-damaged structure into compliance with State or local floodplain management laws or ordinances even if the structure had received a variance before the present loss from the applicable floodplain management requirements.</p>	<p>betterments or improvements, remodeling, additional costs associated with structural modifications, any change in the size of the building, and other non-flood related damage. So, having more than 50 percent damage may trigger a requirement to comply with the local floodplain management ordinances, however ICC coverage does not apply unless the substantial damage is strictly from the flood.</p> <p>See <a href="#">Section 3</a> Increased Cost of Compliance, of this manual for more detail.</p>
<p><b>4. Conditions</b></p> <p>a. When a structure covered under Coverage A-Building Property sustains a loss caused by a flood, our payment for the loss under this Coverage D will be for the increased cost to elevate, floodproof, relocate, or demolish (or any combination of these activities) caused by the enforcement of current State or local floodplain management ordinances or laws. Our payment for eligible demolition activities will be for the cost to demolish and clear the site of the building debris or a portion thereof caused by the enforcement of current State or local floodplain management ordinances or laws. Eligible activities for the cost of clearing the site will include those necessary to discontinue utility service to the site and ensure proper abandonment of on-site utilities.</p> <p>b. When the building is repaired or rebuilt, it must be intended for the same occupancy as the present building unless otherwise required by current floodplain management ordinances or laws.</p>	<p>ICC pays for the following mitigation activities or combination thereof:</p> <ul style="list-style-type: none"> <li>Floodproofing to reduce the potential for flood damage by keeping floodwater out of a building.</li> <li>Elevation to raise a building to or above the BFE plus freeboard adopted by a community, adopted Advisory Base Flood Elevations (ABFE), or the best available data provided by FEMA.</li> <li>Demolition when a building is in such poor condition that elevation and relocation are not technically feasible or cost effective.</li> <li>Relocation to move a building outside of the floodplain.</li> </ul> <p>See <a href="#">Section 3</a> Increased Cost of Compliance, of this manual for more detail.</p>
<p><b>5. Exclusions</b></p> <p>Under this Coverage D—Increased Cost of Compliance, we will not pay for:</p> <p>a. The cost to comply with any floodplain management law or ordinance in communities participating in the Emergency Program.</p> <p>b. The cost associated with enforcement of any ordinance or law that requires any insured or others to test for, monitor, clean up, remove, contain, treat, detoxify or neutralize, or in any way respond to, or assess the effects of pollutants.</p> <p>c. The loss in value to any insured building or other structure due to the</p>	<p>Refer to policy language.</p>



III. Property Covered	
Policy Language	Additional Explanation
<p>requirements of any ordinance or law.</p> <p>d. The loss in residual value of the undamaged portion of a building demolished as a consequence of enforcement of any State or local floodplain management law or ordinance.</p> <p>e. Any ?Increased Cost of Compliance under this Coverage D:</p> <p style="padding-left: 20px;">(1) Until the building is elevated, floodproofed, demolished, or relocated on the same or to another premises; and</p> <p style="padding-left: 20px;">(2) Unless the building is elevated, floodproofed, demolished, or relocated as soon as reasonably possible after the loss, not to exceed two years.</p> <p>f. Any code upgrade requirements, e.g., plumbing or electrical wiring, not specifically related to the State or local floodplain management law or ordinance.</p> <p>g. Any compliance activities needed to bring additions or improvements made after the loss occurred into compliance with State or local floodplain management laws or ordinances.</p> <p>h. Loss due to any ordinance or law that you were required to comply with before the current loss.</p> <p>i. Any rebuilding activity to standards that do not meet the NFIP's minimum requirements. This includes any situation where the insured has received from the State or community a variance in connection with the current flood loss to rebuild the property to an elevation below the base flood elevation.</p> <p>j. Increased Cost of Compliance for a garage or carport.</p> <p>k. Any structure insured under an NFIP Group Flood Insurance Policy.</p> <p>l. Assessments made by a condominium association on individual condominium unit owners to pay increased costs of repairing commonly owned buildings after a flood in compliance with State or local floodplain management ordinances or laws.</p>	
<p><b>6. Other Provisions</b></p> <p>a. Increased Cost of Compliance coverage will not be included in the calculation to determine whether coverage meets the coinsurance requirement for replacement cost coverage under VIII. General Conditions, V. Loss Settlement.</p>	<p>Refer to policy language.</p>

III. Property Covered	
Policy Language	Additional Explanation
b. All other conditions and provisions of the policy apply.	

IV. Property Not Covered	
Policy Language	Additional Explanation
We do not cover any of the following property:	
<p>1. Personal property not inside the fully enclosed building;</p>	<p>Refer to policy language.</p>
<p>2. A building, and personal property in it, located entirely in, on, or over water or seaward of mean high tide, if constructed or substantially improved after September 30, 1982;</p>	<p>The SFIP allows coverage for a building not entirely over water, i.e., when part of the exterior perimeter wall and foundation of the building is on land or on the landward side of mean high tide (mean high water).                      When the exterior perimeter walls of the building are completely over water and the support system or foundation underneath the insured building extends onto land, or the extension of any mechanism for access into a building (including, but not limited to, stairs, decks, walkways, piers, posts, pilings, docks, or driveways), even if the mechanism is on or partially on land, the building or the access will not be eligible for coverage.                      If the exterior perimeter walls of a building are completely over water, but connected to another eligible building by means of an elevated walkway, stairway, roof, and/or rigid exterior wall, or there is an appurtenant structure on the same slab, foundation, or other continuous support system that is on land (such as a shed or garage), the presence of the connected building or appurtenant structure on land does not allow coverage to be afforded to the building that has its exterior perimeter walls entirely over water.</p>
<p>3. Open structures, including a building used as a boathouse or any structure or building into which boats are floated, and personal property located in, on, or over water;</p>	<p>The SFIP does not cover boathouses or buildings into which boats can float and personal property located within buildings used solely as boathouses.                      The SFIP does not cover a building and personal property in it, located in, on, or over water or seaward of mean high tide if the building was constructed or substantially improved after September 30, 1982.</p>
<p>4. Recreational vehicles other than travel trailers described in the Definitions Section (see II.B.6.c.) whether affixed to a permanent foundation or on wheels;</p>	<p>A recreational vehicle is a self-propelled vehicle (see <a href="#">Figure 27</a>). A travel trailer is not self-propelled and is towed behind a road vehicle (see <a href="#">Figure 28</a>).</p>

IV. Property Not Covered	
Policy Language	Additional Explanation
We do not cover any of the following property:	
	<p><b>Figure 27: Recreational Vehicle</b></p> 
	<p><b>Figure 28. Travel Trailer</b></p> 
<p>5. Self-propelled vehicles or machines, including their parts and equipment. However, we do cover self-propelled vehicles or machines, provided they are not licensed for use on public roads and are:</p> <ul style="list-style-type: none"> <li>a. Used mainly to service the described location; or</li> <li>b. Designed and used to assist handicapped persons, while the vehicles or machines are inside a building at the described location;</li> </ul>	<p>The SFIP covers a self-propelled vehicle as described here located inside a building at the location described on the declarations page. The vehicle type and design must be consistent with the services provided at the location described on the declarations page and used primarily for that purpose. For example, an all-terrain vehicle (ATV) designed mainly for off-road recreation or sport would not be eligible under this provision, even if the policyholder uses it to pull a trailer to collect litter at the described location.</p> <p>Under 5.b, the vehicle is covered if it is designed as a mobility vehicle for a handicapped person. The vehicle must be inside a building at the location described on the declarations page for coverage to apply. However, vehicles not designed for handicapped persons, including but not limited to golf carts, ATVs, Segways® or the like, and hoverboards/balance boards are never covered by the SFIP under 5.b., even</p>

IV. Property Not Covered	
Policy Language	Additional Explanation
We do not cover any of the following property:	
6. Land, land values, lawns, trees, shrubs, plants, growing crops, or animals;	if repurposed to provide mobility to a handicapped person.  The SFIP does not cover animals and live bait, such as worms or minnows, sold in fishing tackle shops. The SFIP covers artificial plants inside an SFIP-defined building at the described location.
7. Accounts, bills, coins, currency, deeds, evidences of debt, medals, money, scrip, stored value cards, postage stamps, securities, bullion, manuscripts, or other valuable papers;	Scrip is a form of money issued by a local government or private organization, such as gift cards, coupons, or any substitute for legal tender. The SFIP does not cover financial loss from damage or destruction of electronic data or the cost of restoring that data. Other valuable papers include stocks, certificates, and bonds.
8. Underground structures and equipment, including wells, septic tanks, and septic systems;	Underground structures and equipment includes, but is not limited to, wires, conduits, pipes, sewers, tanks, tunnels, sprinkler systems, similar property, and any apparatus connected beneath the surface of the ground. The SFIP provides coverage if other SFIP requirements are met for equipment installed used in the operation of underground structures and equipment installed above ground and within a building, for example sprinkler timer.  A sewage grinder pump is an integral part of some coastal buildings' septic systems. The sewage grinder pump pulverizes waste to a slurry for pumping. These systems require earth excavation for installation. The SFIP does not cover sewage grinder pumps.  The SFIP covers the sewage grinder pump's alarm service panel installed above ground level and affixed to the building or foundation. The SFIP does not cover alarm service panels installed to a support post of a deck.
9. Those portions of walks, walkways, decks, driveways, patios, and other surfaces, all whether protected by a roof or not, located outside the perimeter, exterior walls of the insured building;	The SFIP pays to repair or replace damage to any existing egress on the sides of a building, including underneath an elevated building. This includes existing handicap ramps. For each existing egress, the SFIP covers one 16 square foot (SF) landing and a single set of stairs; one landing per staircase. The SFIP covers materials of a like kind and quality, such as concrete, wood or composite wood material. Covered items include any existing hand or support rail, support posts, and hardware. The SFIP does

IV. Property Not Covered	
Policy Language	Additional Explanation
We do not cover any of the following property:	
	<p>not cover improvements such as lighting or finishing (paint or preservative stains).</p> <p>The SFIP does not cover the cost to comply with Americans with Disabilities Act of 1990 (ADA) regulations; however, the SFIP will repair and/or replace an existing flood damaged handicap ramp for egress, in lieu of the 16 SF of landing and steps.</p>
<p><b>10.</b> Containers including related equipment, such as, but not limited to, tanks containing gases or liquids;</p>	<p>The SFIP does not cover fuel tanks, pressure tanks, and well water tanks located outside a basement or elevated building enclosure. The SFIP does not cover tanks containing other liquids or gases. The SFIP does not cover containers, including shipping containers used for storage or residential purposes, unless they meet the definition of a building.</p>
<p><b>11.</b> Buildings or units and all their contents if more than 49% of the actual cash value of the building or unit is below ground, unless the lowest level is at or above the base flood elevation and is below ground by reason of earth having been used as insulation material in conjunction with energy efficient building techniques;</p>	<p>A building must have over 51 percent of its actual cash value above ground level. This calculation relies solely upon the ACV, not on concepts like square footage, volume, or otherwise.</p>
<p><b>12.</b> Fences, retaining walls, seawalls, bulkheads, wharves, piers, bridges, and docks;</p>	<p>The SFIP considers a structure physically connected to a building that directly supports and is integral to the building’s foundation, even if it has a secondary purpose such as a retaining wall.</p>
<p><b>13.</b> Aircraft or watercraft, or their furnishings and equipment;</p>	<p>The SFIP covers remote controlled boats, aircraft, and drones or UAVs (Unmanned Aerial Vehicles) designed and intended for recreational use only and not used to carry people or cargo, or commercial use. The same policy provisions that apply to other personal property apply to these items.</p> <p>The SFIP does not cover drones or UAVs registered with the Federal Aviation Administration for purposes other than recreational model aircraft.</p> <p>The SFIP does not cover furnishings and equipment for non-covered watercraft and aircraft including parts and other items identified for use with watercraft and aircraft.</p>
<p><b>14.</b> Hot tubs and spas that are not bathroom fixtures, and swimming pools, and their equipment such as, but not limited to, heaters, filters, pumps,</p>	<p>Refer to policy language.</p>

IV. Property Not Covered	
Policy Language	Additional Explanation
We do not cover any of the following property:	
and pipes, wherever located;	
<p><b>15.</b> Property not eligible for flood insurance pursuant to the provisions of the Coastal Barrier Resources Act and the Coastal Barrier Improvement Act of 1990 and amendments to these Acts;</p>	<p>The SFIP cannot provide flood insurance coverage for a structure built or substantially improved after the U.S. Department of Interior’s Fish and Wildlife Service designates it as within Coastal Barrier Resources System (CBRS) boundaries or as Otherwise Protected Areas (OPAs). See <a href="#">FWS website</a> for more details.</p>
<p><b>16.</b> Personal property owned by or in the care, custody or control of a unit owner, except for property of the type and under the circumstances set forth under III. Coverage B-Personal Property of this policy;</p>	<p>Refer to policy language.</p>

V. Exclusions	
Policy Language	Additional Explanation
A. We only pay for direct physical loss by or from flood, which means that we do not pay you for:	
<ol style="list-style-type: none"> <li>1. Loss of revenue or profits;</li> <li>2. Loss of access to the insured property or described location;</li> <li>3. Loss of use of the insured property or described location;</li> <li>4. Loss from interruption of business or production;</li> <li>5. Any additional living expenses incurred while the insured building is being repaired or is unable to be occupied for any reason;</li> </ol>	<p>The SFIP does not cover the costs to pack, move, or store personal property from the insured building or return it to the building when an owner repairs the building or cannot occupy it.</p>
<ol style="list-style-type: none"> <li>6. The cost of complying with any ordinance or law requiring or regulating the construction, demolition, remodeling, renovation, or repair of property, including removal of any resulting debris. This exclusion does not apply to any eligible activities we describe in Coverage D—Increased Cost of Compliance; or</li> <li>7. Any other economic loss you suffer.</li> </ol>	<p>The SFIP does not cover replacing non-flood damaged property required to comply with government codes, ordinances, or regulations. For example, the SFIP does not cover the cost of replacing an undamaged interior HVAC unit to match a replaced exterior HVAC unit because of a change in size, SEER-rating, refrigerant, or any other reason even if local, state, or federal code required the upgrade.</p>
B. We do not insure a loss directly or indirectly caused by a flood that is already in progress at the time and date:	
<ol style="list-style-type: none"> <li>1. The policy term begins; or</li> <li>2. Coverage is added at your request.</li> </ol>	<p>NFIP adjusts flood insurance losses individually. Flood insurance benefits are available if an insured property suffers a covered loss caused by a general condition of flooding, as defined by the SFIP.</p> <p>See <a href="#">Flood in Progress</a> in Section 2 of this manual.</p>
C. We do not insure for loss to property caused directly by earth movement even if the earth movement is caused by flood. Some examples of earth movement that we do not cover are:	
<ol style="list-style-type: none"> <li>1. Earthquake;</li> <li>2. Landslide;</li> <li>3. Land subsidence;</li> <li>4. Sinkholes;</li> <li>5. Destabilization or movement of land that results from accumulation of water in subsurface land areas; or</li> <li>6. Gradual erosion</li> </ol> <p>We do, however, pay for losses from mudflow and land subsidence as a result</p>	<p>The SFIP is a single-peril policy that only pays for covered damage due to direct physical loss by or from flood, defined in the policy at Section II. The SFIP does not cover damage resulting from an intervening cause of loss, even if the resulting cause is due to flood. The SFIP does not cover damage that results when saturated soils cause the soil below ground level to sink, expand, compact, destabilize, or otherwise lose its load bearing capacity such as from voids or rotten organic matter when the soil dries. The SFIP does not cover earth movement; each form of earth movement is an intervening cause of loss and a separate peril.</p>



V. Exclusions	
Policy Language	Additional Explanation
<p>of erosion that are specifically covered under our definition of flood (see A.1.c. and II.A.2.).</p>	<p>The SFIP’s exclusion for other perils, such as fire, exemplifies the exclusion of earth movement as a cause of loss. When a flood causes a fire, which damages the building during inundation or after floodwaters recede, the SFIP does not cover the resulting fire damage to the building even if flood directly caused the fire.</p> <p>The SFIP covers damage to a building’s structure if the damage results from the collapse or subsidence of land that is the direct result of erosion or undermining to the building’s support soil underneath or directly along the perimeter foundation of the building from waves or currents of floodwater (velocity flow) during a flood from the overflow of inland or tidal waters. This includes damage to the foundation of the building and any resulting damage to interior and exterior finishes. The SFIP does not cover gradual erosion.</p>
D. We do not insure for direct physical loss caused directly or indirectly by:	
<ol style="list-style-type: none"> <li>1. The pressure or weight of ice;</li> <li>2. Freezing or thawing;</li> <li>3. Rain, snow, sleet, hail, or water spray;</li> <li>4. Water, moisture, mildew, or mold damage that results primarily from any condition:                             <ol style="list-style-type: none"> <li>a. Substantially confined to the insured building; or</li> <li>b. That is within your control including, but not limited to:                                     <ol style="list-style-type: none"> <li>(1) Design, structural, or mechanical defects;</li> <li>(2) Failures, stoppages, or breakage of water or sewer lines, drains, pumps, fixtures, or equipment; or</li> <li>(3) Failure to inspect and maintain the property after a flood recedes;</li> </ol> </li> </ol> </li> </ol>	<p>When the policyholder is prevented access to promptly remove wetted building and personal property items, and this delay directly results in water, moisture, mildew or mold damage to other building and personal property items not in physical contact with surface floodwater, this damage could be covered. As examples, local authorities may restrict access by order or prolonged inundation of floodwater may prevent access. The claim file must include the proper documentation, such as but not limited to photographs, an acceptable explanation provided by the adjuster, or a signed statement from the policyholder or community official, that supports the payment for property damages above the waterline. For instances when coverage and payment is not recommended, the claim file should include the proper documentation which clearly points to the policyholder’s failure to inspect and maintain their insured property, when it is feasible to do so.</p> <p>The SFIP does not cover damage caused by long-term exposure to moisture, water, rot, and insect infestation.</p> <p>The SFIP does not cover pre-existing damage to structural building components, such as damage due to rot, or for any resulting damage to non-structural finished building material.</p>
<ol style="list-style-type: none"> <li>5. Water or water-borne material that:</li> </ol>	<p>The adjuster must document that a flood occurred in the area, and that the flood was</p>

V. Exclusions	
Policy Language	Additional Explanation
<p>a. Backs up through sewers or drains;</p> <p>b. Discharges or overflows from a sump, sump pump, or related equipment; or</p> <p>c. Seeps or leaks on or through insured property; unless there is a flood in the area and the flood is the proximate cause of the sewer, drain, or sump pump discharge or overflow, or the seepage of water;</p>	<p>the proximate cause of the back-up of the sewer or drain, overflow of the sump pump, pump failure, seepage of water, or damage due to the pressure or weight of water (hydrostatic pressure), in the claim file. A flood is two or more properties of partial or complete inundation of normally dry land, or of two or more continuous acres of normally dry land.</p> <p>When paying a loss due to a flood in the area proximately causing discharge or overflow of water or water-borne material from a sump, sump pump, or related equipment, the insurer must document the claim file to show that a homeowner’s policy endorsement or policy rider did not pay for the loss. If the homeowner’s policy covers the same loss, the SFIP payment must apply a proportional loss distribution, as stated under Section VIII.C. Other Insurance.</p>
<p>6. The pressure or weight of water unless there is a flood in the area and the flood is the proximate cause of the damage from the pressure or weight of water;</p>	<p>The adjuster must document that a flood occurred in the area, and that the flood was the proximate cause of the back-up of the sewer or drain, overflow of the sump pump, pump failure, seepage of water, or damage due to the pressure or weight of water (hydrostatic pressure). A flood is two or more properties of partial or complete inundation of normally dry land, or of two or more continuous acres of normally dry land.</p>
<p>7. Power, heating, or cooling failure unless the failure results from direct physical loss by or from flood to power, heating, or cooling equipment situated on the described location;</p>	<p>The SFIP does not cover damage caused by a power surge.</p>
<p>8. Theft, fire, explosion, wind, or windstorm;</p> <p>9. Anything that you or your agents do or conspire to do to cause loss by flood deliberately; or</p> <p>10. Alteration of the insured property that significantly increases the risk of flooding.</p>	<p>Refer to policy language.</p>
<p>E. We do not insure for loss to any building or personal property located on land leased from the Federal Government, arising from or incident to the flooding of the land by the Federal Government, where the lease expressly holds the Federal Government harmless under flood insurance issued under any Federal Government program.</p>	
<p>F. We do not pay for the testing for or monitoring of pollutants unless required by law or ordinance.</p>	<p>The SFIP only pays to test or monitor the removal of a pollutant when a law or ordinance requires it. Insurers must have a copy of the law or ordinance for the file to</p>

V. Exclusions	
Policy Language	Additional Explanation
	support their decision to pay for the testing for or monitoring of pollutants. The law or ordinance must be in effect at the date of loss to apply.

VI. Deductibles	
Policy Language	Additional Explanation
<p>A. When a loss is covered under this policy, we will pay only that part of the loss that exceeds the applicable deductible amount, subject to the limit of insurance that applies. The deductible amount is shown on the Declarations Page.</p> <p>However, when a building under construction, alteration, or repair does not have at least two rigid exterior walls and a fully secured roof at the time of loss, your deductible amount will be two times the deductible that would otherwise apply to a completed building.</p>	
<p>B. In each loss from flood, separate deductibles apply to the building and personal property insured by this policy.</p>	
<p>C. No deductible applies to:</p> <ol style="list-style-type: none"> <li>1. III.C.2. Loss Avoidance Measures;</li> <li>2. III.D. Increased Cost of Compliance.</li> </ol>	<p>The SFIP applies a separate deductible to both building and personal property losses. The SFIP will only pay that portion of the loss that exceeds the applicable deductibles.</p> <p>For Building and Personal Property losses, the insurer should take the deductible from the gross loss before applying policy limits. For example, if the covered loss is \$980,000, the policy limit is \$900,000, and the deductible is \$10,000. The insurer should apply the deductible to the \$980,000 loss and pay the \$900,000 policy limit.</p>

VII. Coinsurance																							
Policy Language	Additional Explanation																						
A. This Coinsurance Section applies only to coverage on the building.																							
B. We will impose a penalty on loss payment unless the amount of insurance applicable to the damaged building is:																							
<ol style="list-style-type: none"> <li>1. At least 80% of its replacement cost; or</li> <li>2. The maximum amount of insurance available for that building under the NFIP, whichever is less.</li> </ol>	Refer to policy definition.																						
C. If the actual amount of insurance on the building is less than the required amount in accordance with the terms of VII.B. above, then loss payment is determined as follows (subject to all other relevant conditions in this policy, including those pertaining to valuation, adjustment, settlement, and payment of loss):																							
<ol style="list-style-type: none"> <li>1. Divide the actual amount of insurance carried on the building by the required amount of insurance.</li> <li>2. Multiply the amount of loss, before application of the deductible, by the figure determined in C.1. above.</li> <li>3. Subtract the deductible from the figure determined in C.2. above.</li> </ol>	<p>Do not use the formula on the RCBAP form to determine the proportional loss amount. Use the formula below.</p> <p>Proportional loss amount = insurance purchased ÷ required insurance x ACV plus recoverable depreciation (use the one step mathematical expression) – deductible</p>																						
<p>We will pay the amount determined in C.3. above, or the amount of insurance carried, whichever is less. The amount of insurance carried, whichever is less. The amount of insurance carried, if in excess of the applicable maximum amount of insurance available under the NFIP, is reduced accordingly.</p> <p>Example #1 (Inadequate Insurance)</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 70%;">Replacement value of the building</td> <td style="text-align: right;">\$250,000</td> </tr> <tr> <td>Required amount of insurance</td> <td style="text-align: right;">\$200,000</td> </tr> <tr> <td colspan="2">(80% of replacement value of \$250,000)</td> </tr> <tr> <td>Actual amount of insurance carried</td> <td style="text-align: right;">\$180,000</td> </tr> <tr> <td>Amount of the loss</td> <td style="text-align: right;">\$150,000</td> </tr> <tr> <td>Deductible</td> <td style="text-align: right;">\$500</td> </tr> </table> <p>Step 1: <math>180,000 \div 200,000 = .90</math> (90% of what should be carried.)</p> <p>Step 2: <math>150,000 \times .90 = 135,000</math></p>	Replacement value of the building	\$250,000	Required amount of insurance	\$200,000	(80% of replacement value of \$250,000)		Actual amount of insurance carried	\$180,000	Amount of the loss	\$150,000	Deductible	\$500	<p style="text-align: center;">Table 8: Example of Inadequate Insurance</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #1a3d4d; color: white;">Item</th> <th style="background-color: #1a3d4d; color: white;">Value</th> </tr> </thead> <tbody> <tr> <td>RC Value</td> <td style="text-align: right;">\$2,499,872.60</td> </tr> <tr> <td>Required Insurance</td> <td style="text-align: right;">\$1,999,898.08</td> </tr> <tr> <td>Insurance Purchased</td> <td style="text-align: right;">\$1,800,000.00</td> </tr> <tr> <td>ACV plus Recoverable Depreciation</td> <td style="text-align: right;">\$46,132.16</td> </tr> </tbody> </table> <p><math>\\$1,800,000.00 \div \\$1,999,898.08 \times 46,132.16 = \\$41,521.06 - \\$5,000 \text{ deductible} = \\$36,521.06 \text{ Amount Owed.}</math></p>	Item	Value	RC Value	\$2,499,872.60	Required Insurance	\$1,999,898.08	Insurance Purchased	\$1,800,000.00	ACV plus Recoverable Depreciation	\$46,132.16
Replacement value of the building	\$250,000																						
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ACV plus Recoverable Depreciation	\$46,132.16																						

VII. Coinsurance																											
Policy Language	Additional Explanation																										
<p>Step 3: 135,000 - 500 = 134,500</p> <p>We will pay no more than \$134,500. The remaining \$15,500 is not covered due to the coinsurance penalty (\$15,000) and application of the deductible (\$500).</p>																											
<p>Example #2 (Adequate Insurance)</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">Replacement value of the building</td> <td style="text-align: right;">\$500,000</td> </tr> <tr> <td>Required amount of insurance</td> <td style="text-align: right;">\$400,000</td> </tr> <tr> <td colspan="2">(80% of replacement value of \$500,000)</td> </tr> <tr> <td>Actual amount of insurance carried</td> <td style="text-align: right;">\$400,000</td> </tr> <tr> <td>Amount of the loss</td> <td style="text-align: right;">\$200,000</td> </tr> <tr> <td>Deductible</td> <td style="text-align: right;">\$500</td> </tr> </table> <p>In this example, there is no coinsurance penalty, because the actual amount of insurance carried meets the required amount. We will pay no more than \$199,500 (\$200,000 amount of loss minus the \$500 deductible).</p>	Replacement value of the building	\$500,000	Required amount of insurance	\$400,000	(80% of replacement value of \$500,000)		Actual amount of insurance carried	\$400,000	Amount of the loss	\$200,000	Deductible	\$500	<p>Table 9: Example of Adequate Insurance</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #1a3d4d; color: white;">Item</th> <th style="background-color: #1a3d4d; color: white;">Value</th> </tr> </thead> <tbody> <tr> <td style="background-color: #cfe2f3;">RC Value</td> <td style="text-align: right;">\$2,500,000</td> </tr> <tr> <td style="background-color: #cfe2f3;">Required Insurance</td> <td style="text-align: right;">\$2,000,000</td> </tr> <tr> <td style="background-color: #cfe2f3;">Insurance Purchased</td> <td style="text-align: right;">\$2,000,000</td> </tr> <tr> <td style="background-color: #cfe2f3;">ACV plus Recoverable Depreciation</td> <td style="text-align: right;">\$46,132.16</td> </tr> <tr> <td style="background-color: #cfe2f3;">Deductible</td> <td style="text-align: right;">\$5,000</td> </tr> <tr> <td style="background-color: #cfe2f3;">Amount Owed</td> <td style="text-align: right;">\$41,132.16</td> </tr> </tbody> </table>	Item	Value	RC Value	\$2,500,000	Required Insurance	\$2,000,000	Insurance Purchased	\$2,000,000	ACV plus Recoverable Depreciation	\$46,132.16	Deductible	\$5,000	Amount Owed	\$41,132.16
Replacement value of the building	\$500,000																										
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Deductible	\$5,000																										
Amount Owed	\$41,132.16																										
D. In calculating the full replacement cost of a building:																											
<ol style="list-style-type: none"> <li>1. The replacement cost value of any covered building property will be included;</li> <li>2. The replacement cost value of any building property not covered under this policy will not be included; and</li> <li>3. Only the replacement cost value of improvements installed by the condominium association will be included.</li> </ol>	<p>Refer to policy definition.</p>																										

VIII. General Conditions	
Policy Language	Additional Explanation
<b>A. Pair and Set Clause</b>	
<p>In case of loss to an article that is part of a pair or set, we will have the option of paying you:</p> <ol style="list-style-type: none"> <li>1. An amount equal to the cost of replacing the lost, damaged, or destroyed article, less depreciation; or</li> <li>2. An amount which represents the fair proportion of the total value of the pair or set that the lost, damaged, or destroyed article bears to the pair or set.</li> </ol>	<p>A provision stating that if one-half of a pair or part of a set is lost or damaged, a reasonable and fair percentage of the value of both will be assessed. The insurer is not required to pay for the total value of the whole set.</p> <p>The SFIP allows replacement of one item less physical depreciation, unless the lost, damaged, or destroyed item renders the remaining item or set unusable. When the pair or set is completely unusable, the policy will pay the total value of the pair or set minus depreciation.</p>
<b>B. Concealment or Fraud and Policy Voidance</b>	
<ol style="list-style-type: none"> <li>1. With respect to all insureds under this policy, this policy:                             <ol style="list-style-type: none"> <li>a. Is void;</li> <li>b. Has no legal force or effect;</li> <li>c. Cannot be renewed; and</li> <li>d. Cannot be replaced by a new NFIP policy, if, before or after a loss, you or any other insured or your agent have at any time:                                     <ol style="list-style-type: none"> <li>(1) Intentionally concealed or misrepresented any material fact or circumstance;</li> <li>(2) Engaged in fraudulent conduct; or</li> <li>(3) Made false statements; relating to this policy or any other NFIP insurance.</li> </ol> </li> </ol> </li> </ol>	<p>When claims professionals suspect wrongful acts or misrepresentations on a claim by a policyholder or their representatives:</p> <p>The adjuster should promptly submit written notification with supporting documentation to the insurer. The adjuster should not draw any conclusions regarding the suspected fraud and should only present facts in written reports. The examiner should engage management to determine if the insurer should refer the matter to the FEMA Fraud Unit (email: StopFEMAFraud@fema.dhs.gov) and to the insurer’s investigative unit for a Reservation of Rights.</p>
<ol style="list-style-type: none"> <li>2. This policy will be void as of the date wrongful acts described in B.1. above were committed.</li> <li>3. Fines, civil penalties, and imprisonment under applicable Federal laws may also apply to the acts of fraud or concealment described above.</li> </ol>	<p>The SFIP will be void if the proper authorities determine any part of a claim was fraudulent.</p>
<ol style="list-style-type: none"> <li>4. This policy is also void for reasons other than fraud, misrepresentation, or wrongful act. This policy is void from its inception and has no legal force under the following conditions:                             <ol style="list-style-type: none"> <li>a. If the property is located in a community that was not participating in</li> </ol> </li> </ol>	<p>When a community no longer participates in the NFIP, an active SFIP will remain in force up to the day before the policy renewal date. Refer to the <a href="#">Flood Insurance Manual</a> for other reasons why a building may be ineligible for coverage.</p>

VIII. General Conditions													
Policy Language	Additional Explanation												
<p>the NFIP on the policy’s inception date and did not join or reenter the program during the policy term and before the loss occurred; or</p> <p>b. If the property listed on the application is otherwise not eligible for coverage under the NFIP.</p>													
C. Other Insurance													
<p>1. If a loss covered by this policy is also covered by other insurance that includes flood coverage not issued under the Act, we will not pay more than the amount of insurance that you are entitled to for lost, damaged or destroyed property insured under this policy subject to the following:</p> <p>a. We will pay only the proportion of the loss that the amount of insurance that applies under this policy bears to the total amount of insurance covering the loss, unless C.1.b. or c. immediately below applies.</p> <p>b. If the other policy has a provision stating that it is excess insurance, this policy will be primary.</p> <p>c. This policy will be primary (but subject to its own deductible) up to the deductible in the other flood policy (except another policy as described in C.1.b. above). When the other deductible amount is reached, this policy will participate in the same proportion that the amount of insurance under this policy bears to the total amount of both policies, for the remainder of the loss.</p>	<p>The RCBA is primary and the SFIP Dwelling Form provides excess coverage for the same loss. The total amount of insurance available for the Dwelling Form and the RCBA is \$250,000 combined; the total claim payment may not exceed this amount.</p> <p>Other insurance includes primary flood coverage provided by a private carrier, an endorsement for sewer, sumps or drains backup, or any other insurance that duplicates SFIP coverage.</p> <p>Use the following formula to determine the NFIP’s share of the loss:</p> $\text{NFIP share} = \frac{\text{SFIP policy limit}}{\text{total insurance}} \times \text{loss} - \text{other insurance deductible}$ <p>Use the following formula to determine the other insurance’s share of the loss:</p> $\text{Other insurance share} = \frac{\text{other insurance policy limit}}{\text{total insurance}} \times \text{loss} - \text{other insurance deductible}$ <p>Use the following formula to determine the NFIP payment:</p> $\text{NFIP payment} = \text{NFIP share} + \text{other insurance deductible} - \text{SFIP deductible}$ <p>Below is an example of how to apply the formulas to compute the insurer’s shares and NFIP payment for a \$480,000 loss.</p> <p style="text-align: center;"><b>Table 10: Insurance Coverage and Deductibles</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #1a3d4d; color: white;">Insurance</th> <th style="background-color: #1a3d4d; color: white;">Coverage</th> <th style="background-color: #1a3d4d; color: white;">Deductible</th> </tr> </thead> <tbody> <tr> <td>NFIP</td> <td style="text-align: center;">\$250,000</td> <td style="text-align: center;">\$5,000</td> </tr> <tr> <td>Other</td> <td style="text-align: center;">\$500,000</td> <td style="text-align: center;">\$15,000</td> </tr> <tr> <td><b>Total</b></td> <td style="text-align: center;"><b>\$750,000</b></td> <td></td> </tr> </tbody> </table>	Insurance	Coverage	Deductible	NFIP	\$250,000	\$5,000	Other	\$500,000	\$15,000	<b>Total</b>	<b>\$750,000</b>	
Insurance	Coverage	Deductible											
NFIP	\$250,000	\$5,000											
Other	\$500,000	\$15,000											
<b>Total</b>	<b>\$750,000</b>												



VIII. General Conditions	
Policy Language	Additional Explanation
	<p>NFIP share: <math>\\$250,000 \div \\$750,000 \times \\$480,000 - \\$15,000 = \\$145,000</math>                      Other insurance share: <math>\\$500,000 \div \\$750,000 \times \\$480,000 - \\$15,000 = \\$305,000.00</math>                      NFIP payment: <math>\\$145,000.00 + \\$15,000 - \\$5,000 = \\$155,000.00</math></p> <p>IMPORTANT – Use a one-step mathematical expression as shown, for accurate calculation.</p>
<p>2. If there is other insurance in the name of your condominium association covering the same property covered by this policy, then this policy will be in excess over the other insurance.</p>	<p>The Biggert-Waters Flood Insurance Reform Act of 2012, Section 100214, does not allow the NFIP to deny a unit owner’s claim based on flood insurance coverage purchased by a condominium association.</p> <p>The SFIP allows unit owner building payments for loss assessments when a condominium association did not purchase insurance to at least 80 percent of the full replacement cost of the condominium building. The provision does not allow insurers to pay for a building item more than once.</p> <p>The SFIP cannot pay more than the maximum amount of insurance available for a single-family residence, currently \$250,000, for a single condominium even if the unit has additional insurance available under other NFIP policies.</p> <p>The legislation did not change the coverage provided under the Residential Condominium Building Association Policy (RCBAP).</p> <p>See the <a href="#">Biggert-Waters Flood Insurance Reform Act of 2012</a> for more information.</p>
D. Amendments, Waivers, Assignment	
<p>This policy cannot be changed nor can any of its provisions be waived without the express written consent of the Federal Insurance Administrator. No action we take under the terms of this policy constitutes a waiver of any of our rights. You may assign this policy in writing when you transfer title of your property to someone else except under these conditions:</p> <ol style="list-style-type: none"> <li>1. When this policy covers only personal property; or</li> <li>2. When this policy covers a structure during the course of construction.</li> </ol>	<p>The SFIP allows assignment of the policy when the title to the property transfers to a new owner.</p> <p>The SFIP does not allow assignment of a claim. The only exception to this is a Coverage D – Increased Cost of Compliance (ICC) claim that can transfer in conjunction with a FEMA project, such as a Hazard Mitigation Grant Program (HMGP) grant. Typically, the policyholder assigns the claim to a community, which typically uses the payment for the community’s non-Federal match for the project. The policyholder may only assign the part of the ICC benefit used to meet the project</p>

VIII. General Conditions	
Policy Language	Additional Explanation
	requirements.
E. Cancellation of the Policy by You	
<ol style="list-style-type: none"> <li>1. You may cancel this policy in accordance with the applicable rules and regulations of the NFIP.</li> <li>2. If you cancel this policy, you may be entitled to a full or partial refund of premium also under the applicable rules and regulations of the NFIP.</li> </ol>	<p>Policyholders must have a valid reason to cancel their flood insurance coverage during a policy term.</p> <p>See the <a href="#">Flood Insurance Manual</a> for detailed information.</p>
F. Non-Renewal of the Policy by Us	
<p>Your policy will not be renewed:</p> <ol style="list-style-type: none"> <li>1. If the community where your covered property is located stops participating in the NFIP, or</li> <li>2. If your building has been declared ineligible under Section 1316 of the Act.</li> </ol>	<p>When a community no longer participates in the NFIP, an active SFIP will remain in force up to the day before the policy renewal date.</p> <p>Coverage may not be available for a building constructed or altered in violation of state or local floodplain management laws, regulations, or ordinances. Section 1316 of the Act allows a state or community to declare a building in violation of its floodplain management rules. When a state or community declares that a building is in violation of Section 1316, the building and any contents in it are not eligible for SFIP coverage. Insurers have a list of buildings with Section 1316 violations that are ineligible for NFIP coverage. When the owner corrects the violation, the building becomes eligible for coverage again.</p>
G. Reduction and Reformation of Coverage	
<ol style="list-style-type: none"> <li>1. If the premium we received from you was not enough to buy the kind and amount of coverage you requested, we will provide only the amount of coverage that can be purchased for the premium payment we received.</li> <li>2. The policy can be reformed to increase the amount of coverage resulting from the reduction described in G.1. above to the amount you requested as follows:             <ol style="list-style-type: none"> <li>a. Discovery of Insufficient Premium or Incomplete Rating Information Before a Loss:                 <ol style="list-style-type: none"> <li>(1) If we discover before you have a flood loss that your premium payment was not enough to buy the requested amount of coverage, we will send you and any mortgagee or trustee known</li> </ol> </li> </ol> </li> </ol>	<p>If the policyholder gives the insurer a premium that will not purchase the amounts of insurance requested, the insurer must issue the policy for the insurance coverage amount the premium will purchase for a one-year policy term.</p> <p>After a Loss:</p> <p>The insurer will send a bill for the required additional premium for the current policy term only. This is an exception to the SFIP Provisions requiring the current and the prior policy terms.</p> <p>If the insurer receives the premium within 30 days from the date of the bill, the insurer should increase the policy limits to the originally requested amount effective as of the beginning of the current policy term.</p>

VIII. General Conditions	
Policy Language	Additional Explanation
<p>to us a bill for the required additional premium for the current policy term (or that portion of the current policy term following any endorsement changing the amount of coverage). If you or the mortgagee or trustee pay the additional premium within 30 days from the date of our bill, we will reform the policy to increase the amount of coverage to the originally requested amount effective to the beginning of the current policy term (or subsequent date of any endorsement changing the amount of coverage).</p> <p>(2) If we determine before you have a flood loss that the rating information we have is incomplete and prevents us from calculating the additional premium, we will ask you to send the required information. You must submit the information within 60 days of our request. Once we determine the amount of additional premium for the current policy term, we will follow the procedure in G.2.a.(1) above.</p> <p>(3) If we do not receive the additional premium (or additional information) by the date it is due, the amount of coverage can only be increased by endorsement subject to any appropriate waiting period.</p> <p>b. Discovery of insufficient premium or incomplete rating information after a loss.</p> <p>(1) If we discover after you have a flood loss that your premium payment was not enough to buy the requested amount of coverage, we will send you and any mortgagee or trustee known to us a bill for the required additional premium for the current and the prior policy terms. If you or the mortgagee or trustee pay the additional premium within 30 days of the date of our bill, we will reform the policy to increase the amount of coverage to the originally requested amount effective to the beginning of the prior policy term.</p> <p>(2) If we discover after you have a flood loss that the rating information we have is incomplete and prevents us from calculating the additional premium, we will ask you to send the</p>	<p>If the insurer does not receive the additional premium by the due date, the insurer must settle the claim based on the previously submitted premium and results in reduced policy limits.</p> <p>Exceptions for Incorrect Flood Zone or BFE After a Loss. When the insurer discovers that an incorrect flood zone or BFE resulted in insufficient premium, the following exceptions apply:</p> <p style="padding-left: 40px;">The insurer should calculate any additional premium due prospectively from the date of discovery.</p> <p style="padding-left: 40px;">The insurer should apply the automatic reduction in policy limits effective on the date of discovery.</p> <p>Incorrect Policy Form. The insurer must use the correct policy form before making a loss payment. When the insurer issues coverage using an incorrect SFIP form, the policy is void and the insurer must rewrite the coverage under the correct form. The provisions of the correct SFIP form apply.</p> <p style="padding-left: 40px;">The insurer must reform the coverage limits according to the provisions of the correct SFIP form.</p> <p style="padding-left: 40px;">Coverage cannot exceed the coverage issued under the incorrect policy form.</p> <p>See the <a href="#">Flood Insurance Manual</a> for detailed information.</p>

VIII. General Conditions	
Policy Language	Additional Explanation
<p>required information. You must submit the information before your claim can be paid. Once we determine the amount of additional premium for the current and prior policy terms, we will follow the procedure in G.2.b.(1) above.</p> <p>(3) If we do not receive the additional premium by the date it is due, your flood insurance claim will be settled based on the reduced amount of coverage. The amount of coverage can only be increased by endorsement subject to any appropriate waiting period.</p> <p>3. However, if we find that you or your agent intentionally did not tell us, or falsified, any important fact or circumstance or did anything fraudulent relating to this insurance, the provisions of Condition B. Concealment or Fraud and Policy Voidance apply.</p>	
H. Policy Renewal	
<p>1. This policy will expire at 12:01 a.m. on the last day of the policy term.</p> <p>2. We must receive the payment of the appropriate renewal premium within 30 days of the expiration date.</p> <p>3. If we find, however, that we did not place your renewal notice into the U.S. Postal Service, or if we did mail it, we made a mistake, e.g., we used an incorrect, incomplete, or illegible address, which delayed its delivery to you before the due date for the renewal premium, then we will follow these procedures:</p> <p style="margin-left: 20px;">a. If you or your agent notified us, not later than 1 year after the date on which the payment of the renewal premium was due, of non-receipt of a renewal notice before the due date for the renewal premium, and we determine that the circumstances in the preceding paragraph apply, we will mail a second bill providing a revised due date, which will be 30 days after the date on which the bill is mailed.</p> <p style="margin-left: 20px;">b. If we do not receive the premium requested in the second bill by the revised due date, then we will not renew the policy. In that case, the policy will remain an expired policy as of the expiration date shown on the Declarations Page.</p>	<p>The SFIP is not a continuous policy. It is a contract for a one-year term. Every policy contract expires at 12:01 a.m. on the last day of the policy term. Renewal of an expiring policy establishes a new policy term and new contractual agreement.</p> <p>The insurer should investigate the claim under a signed non-waiver agreement or a reservation of rights by the insurer when a policyholder reports a loss and there is uncertainty as to whether a policy is active.</p> <p>See the <a href="#">Flood Insurance Manual</a> for detailed information.</p>

VIII. General Conditions	
Policy Language	Additional Explanation
<p>4. In connection with the renewal of this policy, we may ask you during the policy term to recertify, on a Recertification Questionnaire we will provide to you, the rating information used to rate your most recent application for or renewal of insurance.</p>	
I. Conditions Suspending or Restricting Insurance	
<p>We are not liable for loss that occurs while there is a hazard that is increased by any means within your control or knowledge.</p>	<p>Refer to policy language.</p>
J. Requirements in Case of Loss	
<p>In case of a flood loss to insured property, you must:</p> <p>1. Give prompt written notice to us;</p>	<p>The policyholder’s claim begins with the written notice of loss.</p> <p>The policyholder must report the loss to the insurer immediately; failure to provide a notice of loss to the insurer could prejudice the ability of the insurer to inspect the loss, identify the cause and extent of damage, and determine applicable coverage under the SFIP. If the policyholder delays reporting a loss, the adjuster cannot help the policyholder protect the property and avoid further damage.</p> <p>A policyholder’s failure to provide timely notice of loss can be a basis for denial of a claim.</p> <p style="padding-left: 40px;">The adjuster should document the reason for a delay in the policyholder reporting a loss to the insurer.</p> <p style="padding-left: 40px;">The adjuster should execute a non-waiver agreement when there is a delay in reporting the loss. The non-waiver agreement should include the reason for the non-waiver and the policyholder’s explanation for the delay. The adjuster should have the policyholder sign the non-waiver agreement immediately. If the policyholder refuses to sign the non-waiver agreement, the insurer should send a Reservation of Rights. The adjuster should continue the inspection and review.</p>
<p>2. As soon as reasonably possible, separate the damaged and undamaged property, putting it in the best possible order so that we may examine it;</p> <p>3. Prepare an inventory of damaged property showing the quantity, description, actual cash value, and amount of loss. Attach all bills, receipts,</p>	<p>The Proof of Loss is the policyholder’s statement of the amount of money they are requesting. The policyholder must sign and swear to the Proof of Loss and provide documentation to support the amount requested for the insurer to consider it completed. The policyholder (or legal representative with a signed Power of Attorney</p>

<b>VIII. General Conditions</b>	
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<p>and related documents;</p> <p>4. Within 60 days after the loss, send us a proof of loss, which is your statement of the amount you are claiming under the policy signed and sworn to by you, and which furnishes us with the following information:</p> <ul style="list-style-type: none"> <li>a. The date and time of loss;</li> <li>b. A brief explanation of how the loss happened;</li> <li>c. Your interest (for example, “owner”) and the interest, if any, of others in the damaged property;</li> <li>d. Details of any other insurance that may cover the loss;</li> <li>e. Changes in title or occupancy of the covered property during the term of the policy;</li> <li>f. Specifications of damaged buildings and detailed repair estimates;</li> <li>g. Names of mortgagees or anyone else having a lien, charge, or claim against the insured property;</li> <li>h. Details about who occupied any insured building at the time of loss and for what purpose; and</li> <li>i. The inventory of damaged personal property described in J.3. above.</li> </ul> <p>5. In completing the proof of loss, you must use your own judgment concerning the amount of loss and justify that amount.</p>	<p>or Executor in the case of a deceased policyholder) is the only person who can sign the Proof of Losses or legally appointed representative.</p> <p>SIGNED AND SWORN:</p> <p>FEMA encourages the use of electronic signatures on Proof of Loss and other NFIP-related submissions. FEMA will not deny the legal effect, validity, or enforceability of a signature solely because it is in electronic form. Insurers should accept electronic signatures in accordance with their general business practices and applicable laws.</p> <p>MULTIPLE PROOFS OF LOSS ALLOWED:</p> <p>Policyholders must submit a completed Proof of Loss and documentation to support the amount requested initially and completed Proofs of Loss for any additional payment requests to the insurer within 60 days after the date of loss or within any extension of that deadline granted by FEMA.</p> <p>ONE CLAIM PER LOSS:</p> <p>The Proof of Loss is not the claim. The claim is the policyholder’s assertion that they are entitled to payment for a covered loss under the terms of the SFIP. A policyholder has only one claim from a flood event regardless of the number of Proofs of Loss and documentation the policyholder may submit in support of that claim.</p>
<p>6. You must cooperate with the adjuster or representative in the investigation of the claim.</p> <p>7. The insurance adjuster whom we hire to investigate your claim may furnish you with a proof of loss form, and she or he may help you complete it. However, this is a matter of courtesy only, and you must still send us a proof of loss within 60 days after the loss even if the adjuster does not furnish the form or help you complete it.</p>	<p>Refer to policy language.</p>
<p>8. We have not authorized the adjuster to approve or disapprove claims or to tell you whether we will approve your claim.</p>	<p>Only the NFIP insurer has the authority to approve or deny a claim, to tell the policyholder if they will approve or deny a claim, or to provide payment details.</p> <p>The insurer must rely only upon the terms and conditions established by Federal statute, NFIP regulations, the Federal Insurance Administrator’s interpretations, and the express terms of the SFIP. See 44 C.F.R. § 61.5(e) (2017).</p>

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<p>9. At our option, we may accept the adjuster’s report of the loss instead of your proof of loss. The adjuster’s report will include information about your loss and the damages you sustained. You must sign the adjuster’s report. At our option, we may require you to swear to the report.</p>	<p>The insurer, not the policyholder or their representative, determines whether to accept the adjuster’s report signed and sworn to by the policyholder, instead of a Proof of Loss.</p>
<p>K. Our Options After a Loss</p>	
<p>Options we may, in our sole discretion, exercise after loss include the following:</p>	<p>This section sets forth the steps that insurers may take to require action on the part of the policyholder. If the policyholder fails to comply with the insurer’s request, the policyholder is in breach of the insuring agreement, which may affect the payment of the claim.</p>
<p>1. At such reasonable times and places that we may designate, you must:</p> <p style="margin-left: 20px;">a. Show us or our representative the damaged property;</p>	<p>The policyholder must make the flood damaged property available for examination as often as needed to verify the loss and claim. Insurer representatives will give the policyholder advanced notice of the specific time and meeting place to inspect the damaged property.</p> <p>The policyholder should document their loss with photographs before removing or disposing of damaged items that pose a health hazard, such as perishable food.</p>
<p style="margin-left: 40px;">b. Submit to examination under oath, while not in the presence of another insured, and sign the same; and</p>	<p>The insurer can require the policyholder to submit to an examination under oath but not in the presence of another insured when there are questions concerning the claim. An examination under oath is a formal proceeding, typically conducted prior to a lawsuit, during which the insurer’s representative questions an insured under oath in the presence of a court reporter. The insurer should ask the policyholder to present information and documentation necessary to evaluate their claim when requiring an examination under oath. This can include books of accounts, financial records, receipts, income tax records, property settlement records, invoices, purchase orders, affidavits, and other materials to verify the loss.</p>
<p style="margin-left: 40px;">c. Permit us to examine and make extracts and copies of:</p> <p style="margin-left: 60px;">(1) Any policies of property insurance insuring you against loss and the deed establishing your ownership of the insured real property;</p>	<p>The SFIP will not pay more than the amount of insurance that the policyholder is entitled to for the damaged, lost, or destroyed property insured under this policy if non-NFIP insurance covers a loss covered by the SFIP.</p> <p>The policyholder must confirm the availability of other insurance to determine what the NFIP will pay. Examples include a homeowner’s policy water damage or sump</p>

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	overflow endorsement, mobile-homeowner’s policy, scheduled property policy, renter’s policy, builder’s risk policy, etc.
(2) Condominium association documents including the Declarations of the condominium, its Articles of Association or Incorporation, Bylaws, rules and regulations, and other relevant documents if you are a unit owner in a condominium building; and	A claim involving a unit in a condominium building requires the declarations of the condominium, bylaws, etc. to determine the policyholder’s insurable interest in the building. Adjusters may have to determine if the RCBAP paid for any damages. NFIP will not pay for the same damage item twice or pay a claim for a residential unit that exceeds the statutory limits. Adjusters must provide documentation that a condominium association owns the insured building, not a homeowners’ association or a building cooperative.
(3) All books of accounts, bills, invoices and other vouchers, or certified copies pertaining to the damaged property if the originals are lost.	Insurers may require the policyholder to provide information that documents the extent of the loss and the amount of the claim. Examples include books of accounts, bills, invoices, vouchers, and items showing the actual amounts paid to stores, contractors, or others for repair or replacement of items. This may also include photographs of the flood-damaged property that sufficiently and reasonably document the damage, quality of the item, and describe the damaged property. The policyholder can provide certified copies when the originals are lost or destroyed.
2. We may request, in writing, that you furnish us with a complete inventory of the lost, damaged or destroyed property, including:	“Costs” is the amount to replace a personal property item with like kind and quality at current pricing, including the price for sales tax plus any applicable shipping and product assembly.
a. Quantities and costs;	
b. Actual cash values or replacement cost (whichever is appropriate);	Replacement cost is the cost to replace a building, a building item, or a personal property item that includes all charges related to material, labor, equipment, any charges, if applicable, for design, delivery, assembly, sales tax, and applicable overhead and profit. Actual cash value is replacement cost, less applicable depreciation of all components of the price. (To replace, not repair)
c. Amounts of loss claimed;	The amounts of loss claimed is the amount of payment the policyholder asks to receive for the damaged and covered property.
d. Any written plans and specifications for repair of the damaged	Written plans and specifications for repair of the damaged property include contractor estimates, subcontractor bids, invoices, architectural reports and



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<p>property that you can reasonably make available to us; and</p>	<p>drawings, engineering reports, etc. This also includes water restoration or structural drying invoices and supporting documentation.</p> <p>NFIP will not accept a non-itemized, lump sum, or single line estimate or invoice in support of a claim.</p>
<p>e. Evidence that prior flood damage has been repaired.</p>	<p>Policyholders must provide evidence they repaired that previous flood damage was repaired whether or not they owned, or insured the property. This includes any flood damages unrepaired by a previous owner and losses from any peril.</p> <p>NFIP expects policyholders to maintain proof of repairs such as receipts, cancelled checks, etc. in a safe location away from the threat of flood.</p> <p>When policyholders do not have proof of repairs, adjusters should request other forms of documentation such as:</p> <ul style="list-style-type: none"> <li>Pre-flood photographs (social media or other family members) to compare old and replaced items.</li> <li>Credit card or bank statements showing dates and dollar amount of payments to contractors.</li> <li>Itemized statements and paid invoices from contractors.</li> </ul>
<p>3. If we give you written notice within 30 days after we receive your signed, sworn proof of loss, we may:</p> <ul style="list-style-type: none"> <li>a. Repair, rebuild, or replace any part of the lost, damaged, or destroyed property with material or property of like kind and quality or its functional equivalent; and</li> <li>b. Take all or any part of the damaged property at the value that we agree upon or its appraised value.</li> </ul>	<p>Refer to policy language.</p>
L. No Benefit to Bailee	
<p>No person or organization, other than you, having custody of covered property will benefit from this insurance.</p>	<p>Bailment is the delivery of personal property by one person (the bailor) to another (the bailee) who holds the property for a certain purpose under an expressed or implied-in-fact contract.</p> <p>The SFIP does not cover the bailee because bailment is a change of possession, not a change of ownership or title. An example is when a customer (bailor) takes personal</p>

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M. Loss Payment	
<p>1. We will adjust all losses with you. We will pay you unless some other person or entity is named in the policy or is legally entitled to receive payment. Loss will be payable 60 days after we receive your proof of loss (or within 90 days after the insurance adjuster files the adjuster’s report signed and sworn to by you in lieu of a proof of loss) and:</p> <ul style="list-style-type: none"> <li>a. We reach an agreement with you;</li> <li>b. There is an entry of a final judgment; or</li> <li>c. There is a filing of an appraisal award with us, as provided in VIII.P.</li> </ul>	<p>clothing to the drycleaner (bailee). A bailment exists when the bailee has the clothing. The articles of clothing in the possession of the bailee are bailee goods.</p> <p>The SFIP does not cover property damaged while in the possession of a borrower, i.e., property on loan to another.</p> <p>Consignment is a written agreement where a consignor provides owned personal property to a consignee for sale, and gives the consignee a percentage of the sale price when sold. The SFIP does not cover property on consignment.</p> <p>Adjusters and examiners should work with a policyholder and/or their authorized representative to understand the loss, prepare the estimate, and reach an agreed value for the loss.</p> <p>The insurer’s obligation to pay and the 60-day timeframe to pay begin once the policyholder meets the requirements in Paragraph J, a Proof of Loss that meets all NFIP requirements, and,</p> <ul style="list-style-type: none"> <li>Insurer and the policyholder agree on the payment amount, or</li> <li>There is an entry of final judgment or an appraisal award by a court of competent jurisdiction.</li> </ul> <p>The insurer should promptly process all claims and payment requests. The insurer should communicate to policyholders any unforeseen delays in the claim examination process and advance undisputed claimed amounts at the earliest opportunity.</p> <p>When the insurer cannot pay a completed Proof of Loss, the examiner and the adjuster should promptly communicate the necessary adjustments or documentation required to the policyholder. Insurers should work with policyholders to settle the loss without resorting to a denial of the claim by the insurer.</p> <p>See <a href="#">Section 4</a> Appeals of this manual for information on denial letters.</p>
<p>2. If we reject your proof of loss in whole or in part you may:</p> <ul style="list-style-type: none"> <li>a. Accept our denial of your claim;</li> <li>b. Exercise your rights under this policy; or</li> </ul>	<p>Courts have not accepted the language “reject your proof of loss” as sufficient to communicate to the policyholder that the insurer has denied their claim in whole or in part. Hence, insurers should not use this language to deny all or part of a claim.</p>

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<p>c. File an amended proof of loss as long as it is filed within 60 days of the date of the loss.</p>	<p>When the insurer issues a written denial, the policyholder has certain rights, which include filing an appeal directly to FEMA (see <a href="#">Section 4</a> Appeals), filing suit against the insurer, or submitting an amended proof of loss with the documentation to support the requested loss and payment amount.</p> <p>The one year statute of limitations for filing suit begins when the insurer issues the first denial letter (42 U.S.C. § 4072). Submitting subsequent additional or amended Proofs of Loss does not reset the one-year statute of limitations. Adjusters and examiners must assist policyholders in identifying all opportunities for payment. This helps the policyholder recover, ensures customer satisfaction, and prevents unnecessary appeals and lawsuits.</p>
<p>N. Abandonment</p>	
<p>You may not abandon to us damaged or undamaged property insured under this policy.</p>	<p>Refer to policy language.</p>
<p>O. Salvage</p>	
<p>We may permit you to keep damaged property insured under this policy after a loss, and we will reduce the amount of the loss proceeds payable to you under the policy by the value of the salvage.</p>	<p>The insurer always has the right to seek salvage or to take possession of damaged property. Insurers should pursue opportunities for a financial recovery when available.</p> <p>See <a href="#">Salvage</a> in Section 2 of this manual.</p>
<p>P. Appraisal</p>	
<p>If you and we fail to agree on the actual cash value or, if applicable, replacement cost of your damaged property to settle upon the amount of loss, then either may demand an appraisal of the loss. In this event, you and we will each choose a competent and impartial appraiser within 20 days after receiving a written request from the other. The two appraisers will choose an umpire. If they cannot agree upon an umpire within 15 days, you or we may request that the choice be made by a judge of a court of record in the State where the covered property is located. The appraisers will separately state the actual cash value, the replacement cost, and the amount of loss to each item. If the appraisers submit a written report of an agreement to us, the amount</p>	<p>See <a href="#">Appraisal</a> in Section 2 of this manual.</p>

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<p>agreed upon will be the amount of loss. If they fail to agree, they will submit their differences to the umpire. A decision agreed to by any two will set the amount of actual cash value and loss, or if it applies, the replacement cost and loss.</p> <p>Each party will:</p> <ol style="list-style-type: none"> <li>1. Pay its own appraiser; and</li> <li>2. Bear the other expenses of the appraisal and umpire equally</li> </ol>	
Q. Mortgage Clause	
<p>The word “mortgagee” includes trustee.</p> <p>Any loss payable under Coverage A—Building Property will be paid to any mortgagee of whom we have actual notice, as well as any other mortgagee or loss payee determined to exist at the time of loss, and you, as interests appear. If more than one mortgagee is named, the order of payment will be the same as the order of precedence of the mortgages.</p> <p>If we deny your claim, the denial will not apply to a valid claim of the mortgagee, if the mortgagee:</p> <ol style="list-style-type: none"> <li>1. Notifies us of any change in the ownership or occupancy, or substantial change in risk of which the mortgagee is aware;</li> <li>2. Pays any premium due under this policy on demand if you haveneglected to pay the premium; and</li> <li>3. Submits a signed, sworn proof of loss within 60 days after receivingnotice from us of your failure to do so.</li> </ol> <p>All of the terms of this policy apply to the mortgagee.</p> <p>The mortgagee has the right to receive loss payment even if the mortgagee has started foreclosure or similar action on the building.</p> <p>If we decide to cancel or not renew this policy, it will continue in effect for the benefit of the mortgagee only for 30 days after we notify the mortgagee of the cancellation or non-renewal.</p> <p>If we pay the mortgagee for any loss and deny payment to you, we are</p>	<p>The SFIP pays claims for building property to the named policyholder, mortgage holders, lienholders, other loss payees for whom we have actual notice, and any loss payee determined to exist at the time of loss. The mortgage clause is a contract within a contract. It is a contract between the mortgagee and the insurer within the contract between the policyholder and the insurer. Including the name of the mortgagee on each building claim payment is the surest way to keep this promise to the mortgagee. For all building payments, except Coverage C – Other Coverages and Coverage D – ICC, include all known mortgagees, as they are additional insureds.</p> <p>The insurer may potentially include a loss payee or lienholder on Coverage B – Personal Property of whom the insurer received actual notice such as from the U.S. Small Business Administration (SBA). If the insurer receives a letter of an SBA-approved loan, the SBA must be included on the building check(s) <u>and</u> the contents check(s) if the loan is for both real estate and personal or business property.</p>

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subrogated to all the rights of the mortgagee granted under the mortgage on the property. Subrogation will not impair the right of the mortgagee to recover the full amount of the mortgagee’s claim.	
R. Suit Against Us	
You may not sue us to recover money under this policy unless you have complied with all the requirements of the policy. If you do sue, you must start the suit within 1 year after the date of the written denial of all or part of the claim, and you must file the suit in the United States District Court of the district in which the covered property was located at the time of loss. This requirement applies to any claim that you may have under this policy and to any dispute that you may have arising out of the handling of any claim under the policy.	The statute of limitations begins with the insurer’s first written denial of the claim. Subsequent denial letters do not re-start the statute of limitations. Policyholders must file suit in a U.S. District Court in the district where the loss occurred within one year after the insurer’s first written denial. Neither the Federal Insurance Administrator nor the insurer may extend the one year statute of limitation to file suit.
S. Subrogation	
Whenever we make a payment for a loss under this policy, we are subrogated to your right to recover for that loss from any other person. That means that your right to recover for a loss that was partly or totally caused by someone else is automatically transferred to us, to the extent that we have paid you for the loss. We may require you to acknowledge this transfer in writing. After the loss, you may not give up our right to recover this money or do anything that would prevent us from recovering it. If you make any claim against any person who caused your loss and recover any money, you must pay us back first before you may keep any of that money.	When the adjuster believes there may be potential for subrogation, the adjuster should complete FEMA Form 086-0-16 – <a href="#">Cause of Loss and Subrogation Report</a> , to identify a potentially responsible third party; and characterize how their actions may have caused or worsened flood damage. When the adjuster believes the cause of loss may be completely or in part due to an intentional or human cause, the adjuster should complete the NFIP Subrogation Form. Claim handling, review, and payment should proceed as normal. The insurer should make sure the subrogation form Cause of Loss and Subrogation Report is complete, and escalate the matter for a subrogation review.  See <a href="#">Subrogation</a> in Section 2 of this manual.
T. Continuous Lake Flooding	
4. If an insured building has been flooded by rising lake waters continuously for 90 days or more and it appears reasonably certain that a continuation of this flooding will result in a covered loss to the insured building equal to or greater than the building policy limits plus the deductible or the maximum payable under the policy for any one building loss, we will pay	Refer to policy language.

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<p>you the lesser of these two amounts without waiting for the further damage to occur if you sign a release agreeing:</p> <ul style="list-style-type: none"> <li>a. To make no further claim under this policy;</li> <li>b. Not to seek renewal of this policy;</li> <li>c. Not to apply for any flood insurance under the Act for property at the described location; and</li> <li>d. Not to seek a premium refund for current or prior terms.</li> </ul> <p>If the policy term ends before the insured building has been flooded continuously for 90 days, the provisions of this paragraph T.1. will apply when the insured building suffers a covered loss before the policy term ends.</p>	
<p>5. If your insured building is subject to continuous lake flooding from a closed basin lake, you may elect to file a claim under either paragraph T.1. above or T.2. (A “closed basin lake” is a natural lake from which water leaves primarily through evaporation and whose surface area now exceeds or has exceeded 1 square mile at any time in the recorded past. Most of the nation’s closed basin lakes are in the western half of the United States where annual evaporation exceeds annual precipitation and where lake levels and surface areas are subject to considerable fluctuation due to wide variations in the climate. These lakes may overtop their basins on rare occasions.) Under this paragraph T.2. we will pay your claim as if the building is a total loss even though it has not been continuously inundated for 90 days, subject to the following conditions:</p> <ul style="list-style-type: none"> <li>a. Lake flood waters must damage or imminently threaten to damage your building.</li> <li>b. Before approval of your claim, you must:                             <ul style="list-style-type: none"> <li>(1) Agree to a claim payment that reflects your buying back the salvage on a negotiated basis; and</li> <li>(2) Grant the conservation easement described in FEMA’s “Policy Guidance for Closed Basin Lakes” to be recorded in the office of the local recorder of deeds. FEMA, in consultation with the community in which the property is located, will identify on a map an area or areas of special consideration (ASC) in which</li> </ul> </li> </ul>	<p>The only Closed Basin Lake recognized by FEMA at this time is Devils Lake, North Dakota.</p> <p>Subject to all other provisions of the SFIP, if an insured building is subject to continuous lake flooding from Devils Lake, the following requirements must be met to be eligible for coverage under the terms of all SFIP forms:</p> <ul style="list-style-type: none"> <li>The building must be located in a participating community eligible for this coverage; and,</li> <li>The subject building must have had NFIP flood insurance coverage continuously beginning on November 30, 1999, and any subsequent owner on or after November 30, 1999, must have an NFIP policy in effect within 60 days of the transfer of title (see: T. 2. g.); and,</li> <li>The policyholder must grant a conservation easement (see: T. 2. b. (2)), and,</li> <li>The community must have adopted a permanent land-use ordinance on or before July 15, 2001 (see: T. 2. e. (1), (2), and (3)).</li> </ul> <p>FEMA will not recognize any increases in coverage limits with effective dates on or after November 30, 1999 (see: T. 2. g.), except when offered by the insurer as a routine inflation-guard increase and purchased by the policyholder. Insured buildings not eligible for the provisions of T. 2. described above, but damaged by continuous lake flooding, will be eligible for those provisions described at T. 1. of the SFIP, subject to the terms and conditions of the T. 1. and the SFIP.</p> <p>Buildings in eligible communities subject to damage from the effects of the Closed</p>

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<p>there is a potential for flood damage from continuous lake flooding. FEMA will give the community the agreed-upon map showing the ASC. This easement will only apply to that portion of the property in the ASC. It will allow certain agricultural and recreational uses of the land. The only structures it will allow on any portion of the property within the ASC are certain simple agricultural and recreational structures. If any of these allowable structures are insurable buildings under the NFIP and are insured under the NFIP, they will not be eligible for the benefits of this paragraph T.2. If a U.S. Army Corps of Engineers certified flood control project or otherwise certified flood control project later protects the property, FEMA will, upon request, amend the ASC to remove areas protected by those projects. The restrictions of the easement will then no longer apply to any portion of the property removed from the ASC; and</p> <p>(3) Comply with paragraphs T.1.a. through T.1.d. above.</p> <p>c. Within 90 days of approval of your claim, you must move your building to a new location outside the ASC. FEMA will give you an additional 30 days to move if you show there is sufficient reason to extend the time.</p> <p>d. Before the final payment of your claim, you must acquire an elevation certificate and a floodplain development permit from the local floodplain administrator for the new location of your building.</p> <p>e. Before the approval of your claim, the community having jurisdiction over your building must:</p> <p>(1) Adopt a permanent land use ordinance, or a temporary moratorium for a period not to exceed 6 months to be followed immediately by a permanent land use ordinance that is consistent with the provisions specified in the easement required in paragraph T.2.b. above.</p> <p>(2) Agree to declare and report any violations of this ordinance to FEMA so that under Section 1316 of the National Flood Insurance Act of 1968, as amended, flood insurance to the building can be denied; and</p>	<p>Basin Lake, Devils Lake, ND, may file claims if any portion of the insured building, as defined in the SFIP, is at the still-water level derived by official National Weather Service (NWS) forecasts of Devils Lake still-water levels.</p> <p>See <a href="#">Appendix C</a> in this manual for FEMA’s “Policy Guidance for Closed Basin Lakes”.</p>

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<p>(3) (3) Agree to maintain as deed-restricted, for purposes compatible with open space or agricultural or recreational use only, any affected property the community acquires an interest in. These deed restrictions must be consistent with the provisions of paragraph T.2.b. above, except that, even if a certified project protects the property, the land use restrictions continue to apply if the property was acquired under the Hazard Mitigation Grant Program or the Flood Mitigation Assistance Program. If a non-profit land trust organization receives the property as a donation, that organization must maintain the property as deed-restricted, consistent with the provisions of paragraph T.2.b. above.</p> <p>f. Before the approval of your claim, the affected State must take all action set forth in FEMA’s “Policy Guidance for Closed Basin Lakes.”</p> <p>g. You must have NFIP flood insurance coverage continuously in effect from a date established by FEMA until you file a claim under paragraph T.2. If a subsequent owner buys NFIP insurance that goes into effect within 60 days of the date of transfer of title, any gap in coverage during that 60-day period will not be a violation of this continuous coverage requirement. For the purpose of honoring a claim under this paragraph T.2., we will not consider to be in effect any increased coverage that became effective after the date established by FEMA. The exception to this is any increased coverage in the amount suggested by your insurer as an inflation adjustment.</p> <p>h. This paragraph T.2. will be in effect for a community when the FEMA Regional Administrator for the affected region provides to the community, in writing, the following:</p> <p style="margin-left: 20px;">(1) Confirmation that the community and the State are in compliance with the conditions in paragraphs T.2.e. and T.2.f. above, and</p> <p style="margin-left: 20px;">(2) The date by which you must have flood insurance in effect</p>	
U. Duplicate Policies Not Allowed	



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<p><b>1.</b> We will not insure your property under more than one NFIP policy.</p> <p>If we find that the duplication was not knowingly created, we will give you written notice. The notice will advise you that you may choose one of several options under the following procedures:</p> <ul style="list-style-type: none"> <li><b>a.</b> If you choose to keep in effect the policy with the earlier effective date, you may also choose to add the coverage limits of the later policy to the limits of the earlier policy. The change will become effective as of the effective date of the later policy.</li> <li><b>b.</b> If you choose to keep in effect the policy with the later effective date, you may also choose to add the coverage limits of the earlier policy to the limits of the later policy. The change will be effective as of the effective date of the later policy.</li> </ul> <p>In either case, you must pay the pro rata premium for the increased coverage limits within 30 days of the written notice. In no event will the resulting coverage limits exceed the permissible limits of coverage under the Act or your insurable interest, whichever is less.</p> <p>We will make a refund to you, according to applicable NFIP rules, of the premium for the policy not being kept in effect.</p> <p><b>2.</b> Your option under Condition U. Duplicate Policies Not Allowed to elect which NFIP policy to keep in effect does not apply when duplicates have been knowingly created. Losses occurring under such circumstances will be adjusted according to the terms and conditions of the earlier policy. The policy with the later effective date must be canceled.</p>	<p>The policyholder cannot benefit from the duplicate flood insurance coverage if a policyholder has two NFIP policies insuring the same property. The first policy purchased is the policy in force at the time of loss. When there is no loss involved, the policyholder may choose to keep either policy. The effective date of the increased coverage begins on the renewal date of the second policy purchased if the policyholder chooses to combine the coverage amounts purchased, and the combined coverage does not exceed the statutory limits.</p>
V. Loss Settlement	
<p><b>1. Introduction</b></p> <p>This policy provides three methods of settling losses: Replacement Cost, Special Loss Settlement, and Actual Cash Value. Each method is used for a different type of property, as explained in a–c. below.</p> <ul style="list-style-type: none"> <li><b>a.</b> Replacement Cost Loss settlement described in V.2. below applies to buildings other than manufactured homes or travel trailers.</li> <li><b>b.</b> Special Loss Settlement described in V.3. below applies to a</li> </ul>	<p>Refer to policy language.</p>

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Policy Language	Additional Explanation
<p>residential condominium building that is a travel trailer or a manufactured home.</p> <p>c. Actual Cash Value loss settlement applies to all other property covered under this policy, as outlined in V.4. below.</p>	
<p><b>2. Replacement Cost Loss Settlement</b></p> <p>a. We will pay to repair or replace a damaged or destroyed building, after application of the deductible and without deduction for depreciation, but not more than the least of the following amounts:</p> <ul style="list-style-type: none"> <li>(1) The amount of insurance in this policy that applies to the building;</li> <li>(2) The replacement cost of that part of the building damaged, with materials of like kind and quality, and for like occupancy and use; or</li> <li>(3) The necessary amount actually spent to repair or replace the damaged part of the building for like occupancy and use.</li> </ul> <p>b. We will not be liable for any loss on a Replacement Cost Coverage basis unless and until actual repair or replacement of the damaged building or parts thereof, is completed.</p> <p>c. If a building is rebuilt at a location other than the described location, we will pay no more than it would have cost to repair or rebuild at the described location, subject to all other terms of Replacement Cost Loss Settlement.</p>	<p>The insurer does not have to withhold the recoverable depreciation until the owner makes the building repairs as required in SFIP Section VII.V.2.c above when the dwelling is eligible for replacement cost loss settlement.</p> <p>See <a href="#">Section 2</a> in this manual for additional guidance.</p>
<p><b>3. Special Loss Settlement</b></p> <p>a. The following loss settlement conditions apply to a residential condominium building that is:</p> <ul style="list-style-type: none"> <li>(1) a manufactured home or a travel trailer, as defined in II.B.6.b. And c., and</li> <li>(2) at least 16 feet wide when fully assembled and has at least 600 square feet within its perimeter walls when fully assembled.</li> </ul> <p>b. If such a building is totally destroyed or damaged to such an extent</p>	<p>There are two ways to settle a loss on a manufactured or mobile home or a travel trailer.</p> <ul style="list-style-type: none"> <li>▪ Total loss is a property that is either not repairable (i.e. destroyed) or the cost to repair exceeds the value of the property: <ul style="list-style-type: none"> <li>If the dwelling is 16 feet wide, at least 600 total square feet, and the principal residence, the loss adjustment is the lesser of the following: <ul style="list-style-type: none"> <li>– Replacement cost, i.e. the value of a new manufactured or mobile home, or travel trailer of like kind and quality, delivered to and installed at the</li> </ul> </li> </ul> </li> </ul>

VIII. General Conditions	
Policy Language	Additional Explanation
<p>that, in our judgment, it is not economically feasible to repair, at least to its pre- damaged condition, we will, at our discretion, pay the least of the following amounts:</p> <ul style="list-style-type: none"> <li>(1) The lesser of the replacement cost of the manufactured home or travel trailer or 1.5 times the actual cash value; or</li> <li>(2) The Building Limit of liability shown on your Declarations Page.</li> </ul> <p>c. If such a manufactured home or travel trailer is partially damaged and, in our judgment, it is economically feasible to repair it to its pre-damaged condition, we will settle the loss according to the Replacement Cost Loss Settlement conditions in V.2. above.</p>	<p>described location.</p> <ul style="list-style-type: none"> <li>– 1.5 times the actual cash value, i.e. 1.5 times the documented book value for the year of the existing manufactured or mobile home, or travel trailer, delivered to and installed at the described location.</li> <li>– Amount of coverage purchased under Coverage A - Building.</li> </ul> <ul style="list-style-type: none"> <li>▪ Repairable loss or a loss not considered a total loss:                     <ul style="list-style-type: none"> <li>If the dwelling is 16 feet wide, at least 600 total square feet, and the principal residence, settle the loss under Replacement Cost Loss Settlement. (See Section VII.V.2.)</li> <li>If the dwelling is not 16 feet wide, or not at least 600 total square feet, or not the principal residence, settle the loss under Actual Cash Value Loss Settlement. (See Section VII.V.4.)</li> </ul> </li> </ul> <p>The requirement for a policyholder to purchase building coverage to at least 80 percent of the dwelling’s replacement cost value does not apply under Special Loss Settlement.</p>
<p><b>4. Actual Cash Value Loss Settlement</b></p> <ul style="list-style-type: none"> <li>a. The types of property noted below are subject to actual cash value loss settlement:                     <ul style="list-style-type: none"> <li>(1) Personal property;</li> <li>(2) Insured property abandoned after a loss and that remains as debris at the described location;</li> <li>(3) Outside antennas and aerials, awnings, and other outdoor equipment;</li> <li>(4) Carpeting and pads;</li> <li>(5) Appliances; and</li> <li>(6) A manufactured home or mobile home or a travel trailer as defined in II.B.6.b. or c. that does not meet the conditions for Special Loss Settlement in V.3. above.</li> </ul> </li> <li>b. We will pay the least of the following amounts:                     <ul style="list-style-type: none"> <li>(1) The applicable amount of insurance under this policy;</li> <li>(2) The actual cash value (as defined in II.B.2.); or</li> </ul> </li> </ul>	<p>An actual cash value loss settlement is the cost to repair or replace insured building items at the time of the loss, less the building deductible and less its physical depreciation.</p> <p>Appliances include refrigerators, stoves, ovens, ranges, trash compactors, garbage disposals, and the like.</p>

VIII. General Conditions	
Policy Language	Additional Explanation
(3) The amount it would cost to repair or replace the property with material of like kind and quality within a reasonable time after the loss.	

<b>IX. Liberalization Clause</b>	
Policy Language	Additional Explanation
<p>If we make a change that broadens your coverage under this edition of our policy, but does not require any additional premium, then that change will automatically apply to your insurance as of the date we implement the change, provided that this implementation date falls within 60 days before or during the policy term stated on the Declarations Page.</p>	<p>Insurers cannot apply additional coverages provided through the liberalization clause retroactively to losses that have occurred; insurers can apply it prospectively. The clause permits FEMA to give existing, active policyholders beneficial amendments without needing to separately endorse their policies, but does not provide any retroactive effect.</p>

<b>X. What Law Governs</b>	
Policy Language	Additional Explanation
<p>This policy and all disputes arising from the handling of any Insurance Act of 1968, as amended (42 U.S.C. 4001, et seq.), claim under the policy are governed exclusively by the flood and Federal common law insurance regulations issued by FEMA, the National Flood Insurance Act of 1968, as amended (42 U.S.C. 4001, et seq.), and Federal common law.</p>	<p>Refer to policy language.</p>

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# Section 2: Claims Processes and Guidance

This section provides FEMA guidance and claims processes. The primary audience is claims adjusters with call out boxes denoting the claims examiners' roles/responsibilities.

## 1 Adjuster Preliminary Damage Assessment

The adjuster completes the [Adjuster Preliminary Damage Assessment \(APDA\) form](#) when there is potential of "substantial damage" to the insured building due directly from flood, including non-covered flood damage. All adjusters should adhere to the following:

Substantial damage is damage from any origin where the cost to repair generally equals or exceeds 50 percent of the market value of the building at the time of the flood.<sup>14</sup> The adjuster should know that some communities have adopted a percentage threshold less than 50 percent. For the purpose of claim handling, the adjuster should complete and submit an APDA when the estimated cost to repair flood damage approaches or exceeds 50 percent of the RCV of building.

As of this writing, the APDA form contains space for two separate claims. However, the adjuster should submit the form after completing the assessment of the first claim. Adjusters should not wait to submit the form after a second assessment is added to the form. One claim per form also helps to avoid confusion during the review process at the community level.

The timeliness of an APDA's submission is important. FEMA requests that APDAs are completed and submitted at the time the adjuster completes the Preliminary Report. Community officials can efficiently direct resources for substantial damage inspection when APDAs are received early in the flood disaster recovery process.

Submit ADPA forms to the NFIP by sending to the NFIP BSA through one of the following means:

Email: [NFIPClaimsMailbox@fema.dhs.gov](mailto:NFIPClaimsMailbox@fema.dhs.gov); the subject line should read "APDA Enclosed."

Fax: (301) 577-3421; Attn: APDA

Mail: NFIP BSA, Attn: ADPA, P.O. Box 310, Lanham, MD 20703-0310.

The adjuster should send a copy of the APDA to the insurer as an attachment with the Preliminary Report. It should also be resubmitted along with the Preliminary Report, when the Closing Report is completed and submitted to the insurer.



### Claims Examiners

The examiner should confirm the adjuster timely submits an APDA on applicable claims by checking for a copy of the APDA with the Preliminary Report. If an APDA is not included with the Preliminary Report, the examiner should assume no APDA was submitted by the adjuster to the NFIP BSA. The examiner should contact the adjusting firm to ensure the APDA is submitted to the NFIP BSA and also request a copy for the claim file. Note the local building official is the authority who determines a building as substantially damaged, and the requirement for compliance with the local floodplain management ordinance.

## 2 Advance Payments

FEMA encourages advance payments to policyholders whenever it is warranted. The adjuster should notify the policyholder that they may be requesting an advance payment on their behalf, and to be on the

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<sup>14</sup> 44 C.F.R. § 59.1 (2017).

lookout for the payment through their local U.S. mail carrier or express mail service. Therefore, the adjuster must verify the mailing address. FEMA recommends two advance payment opportunity types for insurers to be used as they find suitable:

## 2.1 Advance Payment Opportunity One: Pre-Inspection

*\$5,000 pre-inspection advance.* To accommodate the needs of its policyholders during major flood event, NFIP insurers may offer policyholders an advance payment before the loss is inspected by an adjuster. FEMA's Federal Insurance Directorate (FID) allows a payment of this type up to \$5,000 on building and contents losses combined less deductibles. The insurer must obtain and verify the following information before the payment is issued:

1. The policyholder provides the insurer with a notice of loss in accordance with the SFIP.
2. The insurer verifies that the subject property is covered by an active flood insurance policy and confirms current coverage terms, amounts, and deductibles.
3. The policyholder gives verbal or written statements to the adjuster or examiner, who documents these statements, which provide the insurer with confirmation:
  - a. Relating to the flood:
    - i. A flood, as defined by SFIP, affected the insured property.
    - ii. Names the source of the flood.
    - iii. Briefly describes how the flood occurred; when in doubt obtain supporting documentation available from an official weather bureau or reputable news media.
    - iv. Explains other affects from the flood event to support the loss is in excess of the advanced amount: Was the street flooded? Are neighboring properties and buildings also flooded?
  - b. Relating to flood depth and damage:
    - i. Provides the approximate depth of floodwater on the exterior of the building and the approximate depth inside the interior floor level.
    - ii. Details whether the extent of damage is limited to an area subject to coverage limitations such as a basement or lower enclosure, or the extent of damage is in a ground level floor or elevated floor level.
    - iii. Briefly describes damage to the building and to personal property content items.
    - iv. Addresses any prior loss in order to avoid a duplication of payment of non-repaired property items.

*\$20,000 pre-inspection advance.* An NFIP insurer may issue a larger advance payment amount before the loss is inspected by an adjuster when it obtains more substantive documentation. The NFIP allows a payment of this type up to \$20,000 on building and contents losses combined less deductibles. For this type of pre-inspection advance payment, in addition to obtaining and verifying the above items 1 to 3, the insurer should also obtain the following:

1. Photographs. Obtain the proper number of photographs depicting floodwater depths and damage to building and personal property items.
2. Documentation of cost. Verify out-of-pocket expenses related to the repair or replacement of covered property, such as with paid receipts, invoices, or estimates with canceled checks; or an estimate signed by the contractor on letterhead that itemizes the repair or the facilitation of repairs, to covered property.



## 2.2 Advance Payment Opportunity Two: Post-Inspection

*25 percent advance.* NFIP insurers may issue an advance payment amount once the adjuster inspects the property and after providing the insurer with the Preliminary Report and any other applicable documentation that is normally submitted or required with the Preliminary Report, including but not limited to the proper number of photographs, policyholder-signed Advance Payment Request form, and any underwriting memorandum, APDA, adjuster narrative addressing a prior NFIP paid loss. The NFIP allows a payment of this type up to 25 percent of the reserve amount indicated on the Preliminary Report for each coverage type, building and/or contents less deductible(s).

*50 percent advance.* The insurer may issue a larger advance payment amount when it obtains more substantive documentation. The NFIP allows a payment of this type up to 50 percent of the reserve amount indicated on the Preliminary Report for building coverage less deductible. For this type of post-inspection advance payment, in addition to obtaining and verifying the above in the preceding paragraph, the insurer should also obtain a signed contract between the policyholder and the contractor along with the estimate of repair. The estimate should itemize the repair and cost to covered property.

*Building Valuation Loss Assessment.* The insurer may issue a post-inspection advance payment based on the FEMA-authorized Building Valuation Loss Assessment (BVLA) advance payment method. In addition to the Preliminary Report and any other applicable documentation that is normally submitted or required with the Preliminary Report, including but not limited to the proper photographs, policyholder-signed Advance Payment Request form, any underwriting memorandum, APDA or adjuster narrative addressing a prior NFIP paid loss. The adjuster must also submit a properly completed BVLA worksheet to the insurer. See [Appendix J](#) in this manual for the BVLA method and frequently asked questions.

*WYO's proprietary approach.* The insurer may issue a post-inspection advance payment based on the WYO Company's own proprietary estimation approach. This approach and payment method may not broaden or change any coverage term with the SFIP. The insurer must document any deviations from normal FEMA processes and include a reference to the proprietary process in the claim file. As with the BVLA advance payment method, a claim payment under the insurer's own proprietary estimation approach is subject to all standard FEMA claim documentation and payment standards.

## 2.3 Procedures for Issuing an Advance Payment



### Claims Examiners

An NFIP insurer may offer an advance payment upon written, verbal, or electronic request by the policyholder. With any advance payment, the insurer must include a written notice conditioning the advance payment on the policyholder's acknowledgment that:

1. The NFIP advance payment is not intended to provide reimbursement to the policyholder for non-SFIP insured expenses, such as costs related to evacuation, temporary housing while the home is non-inhabitable, a rental car to cover the loss of a personal vehicle, or any other expense not covered by the SFIP.
2. The issuance and acceptance of an advance payment does not prejudice or waive any claim or defense available to either the policyholder or insurer.
3. The issuance and acceptance of an advance payment does not constitute an admission of coverage under the policy.
4. The policyholder must assert the insured property has suffered a covered loss.
5. If the insurer determines the claim is not a covered loss, or if the advance payment exceeds the amount of the covered loss, the policyholder is ineligible for the payment and agrees to repay the advanced payment in excess of the covered loss.

6. Acceptance of an advance payment will not affect the policyholder's right to seek additional payment under the terms and conditions of the SFIP.
7. After the claim is settled, the insurer will reduce the final payment by the amount of any advance(s) payment made to the policyholder.
8. Building only: The insurer must include as co-payee any mortgagee shown on the Declaration Page of the policy or any known mortgagee on any advance payment for building coverage.
9. To finalize the claim, the policyholder must execute a proof of loss meeting the requirements of the SFIP for all amounts received, including the amount of the advance payment, except as may otherwise be authorized by the Administrator under any applicable waiver.

## 2.4 Advance Payments Exceeding the Covered Loss

Adjusters and examiners must make sure they avoid recommending and issuing advance payments that exceed the final total claim payment. Adjusters and examiners should account for the following factors when determining the amount of an advance payment, in order to avoid issuing an advance payment in excess of the covered loss:

1. Amount of deductible;
2. Interior water depth;
3. Other non-flood related damage such as wind, water, etc.;
4. Pre-loss condition and ACV of damaged property, especially if a previous flood payment was issued;
5. Scope of damage such as when limited to a basement or lower enclosure with a post-FIRM elevated building subject to coverage limitations; and
6. Use of flood avoidance measures, such as sandbags or property removed to safety.



### Claims Examiners

If an NFIP insurer issues an advance payment to the policyholder in excess of the covered loss, the NFIP insurer must put forth the effort to recoup the funds. The following are the minimum steps the NFIP insurer should perform under such circumstances:

1. The insurer must send a letter via certified mail or equivalent trackable delivery service to the policyholder containing the following information:
  - a. The amount due.
  - b. A description of the charges.
  - c. A description of the remedies available to the NFIP upon failure to repay the amount due by the deadline, including but not limited to Federal Debt Collection pursuant to 44 CFR Part 11, Subpart A.
  - d. The deadline for either submitting payment or disputing the validity of the overpayment, which must be at least 30 days from the date of the letter.
  - e. Contact information for an individual representing the insurer that the policyholder can contact directly to dispute the validity of the overpayment or seek more information.
2. If the policyholder does not pay the amount due by the stated deadline, the insurer must attempt to contact the policyholder via phone and then send a follow-up letter via certified mail or equivalent trackable delivery service to the policyholder's last known address.

If an NFIP insurer is not able to recoup the overpayment after making its best efforts, the NFIP insurer must provide FEMA with the following documentation:

1. A narrative explaining the basis of the overpayment determination and identifying the insurer's efforts to recoup the funds.
2. Copies of all written correspondence with the policyholder regarding the overpayment.

3. A copy of the claim file.

See [Claim Overpayment Recovery](#) in this section of the manual.

### 3 Appraisal

Claims professionals should only use appraisal to resolve disputes involving the amount to pay for flood damages. Appraisal is not appropriate for determining the scope, coverage, or causation of damage. Appraisal is an option of last resort and it should not supplant the claims adjustment process. Filing a lawsuit is the last resort for settling a disputed claim.

FEMA encourages the policyholder and the insurer to exhaust all other avenues available to determine the fair price for an agreed-to loss. This includes the policyholder providing contractors' estimates, receipts, invoices, photographs, and any other relevant documentation or a written explanation to support their claim of a fair price for the agreed-to loss.

The SFIP allows appraisal under the following conditions:

The policyholder and the insurer must agree to the scope of loss and damages. There must be an agreed list of covered items damaged by flood (scope). Appraisal is not available if the policyholder and insurer cannot agree on the scope of loss. Insurers cannot use appraisal if the policyholder submits an appeal to FEMA or initiates litigation. Appraisal must result in complete resolution of the entire claim.

The policyholder must submit a timely and completed Proof of Loss with supporting documentation for the items for which the insured seeks appraisal. If the policyholder submitted a Proof of Loss and the insurer paid the amount in full, there is no dispute as to the scope of loss or pricing and no need for appraisal.

Appraisal is available only when the dispute between the parties involves the amount paid for an SFIP-covered damaged item. Appraisal is not an option for any other type of dispute (e.g., coverage, scope, or causation). Appraisal is only valid for resolving price disputes.

Appraisers and umpires must be competent and impartial. Appraisers and umpires cannot profit from a higher claims payment made to an insured. If the policyholder hires a public adjuster or attorney, and the basis of their fee is securing a higher claims payment for the policyholder, no one employed, affiliated with, or related to the public adjuster or attorney can serve as the appraiser or the umpire. The same rule applies to the insurer. No one employed, affiliated with, or related to the adjuster or owner of the adjusting company who receives a fee based upon the insured receiving a higher payment can serve as an appraiser or umpire.

If the policyholder uses an appraisal, they cannot subsequently file an appeal to FEMA. Similarly, if the policyholder submits an appeal to FEMA, the policyholder cannot subsequently request an appraisal.

### 4 Claims Adjustment

The adjuster may need to use judgment and justification when determining the dollar amount of the loss.

When an adjuster uses their judgment, they must have an understanding of what factors may be involved in the loss that may or may not affect the full scope of the loss, and that requires an adjustment of the price to repair or replace. To justify means to provide the documentation which supports this judgment and the dollar amount recommended.

Prior to an inspection, the adjuster should refer to information that FEMA provides (e.g., GIS products), from state or county government websites (e.g., online community building property assessor pages), from publicly available information (e.g., online real estate listings), or from open-source map products

that show the property in its pre-disaster condition.

The adjuster must confirm that the flood caused the direct physical loss. This can require canvassing the neighborhood to identify if other properties flooded, interviewing neighbors, reviewing news articles or videos documenting the flooding, contacting the nearest police department or fire department, etc.

## 4.1 Building Scope and Estimate

Before adjusting losses, the adjuster should ensure software is properly calibrated for the geographic area where the loss occurred, and accounts for post-disaster pricing factors and property-specific issues. In the claim file, the adjuster should document the most accurate scope of loss, provide notations for exceptional scope, quantity and quality, and the adjuster must take or obtain meaningful photographs of the loss. The adjuster should consistently document all state and local sales tax on applicable goods or services, subject to applicable depreciation.

The adjuster should identify covered flood-damaged building components and to estimate the reasonable and necessary cost of repair or replacement of the damaged property. The scope of damage includes room measurements, preliminary damage findings, and photographs that document and describe the quantity, quality, and extent of damage to covered property. The adjuster translates the adjustment of the scope of damage into an estimate of repair. The adjuster should determine if damaged items are salvageable requiring cleaning, refinishing, repair, or are non-salvageable requiring replacement. In the estimate of repair, the adjuster should include the itemized listing of all of the damaged property items, organized room by room, in the unit-cost style of estimating. The unit pricing should include all costs related to labor, material, and equipment usage, and only include the expense, which restores the property with like kind and quality material and labor. The pricing should be reasonable and customary to the loss and location.

Once the policyholder obtains a signed agreement with the contractor and if differences exist with the insurance estimate, it may be necessary for the adjuster, supervising adjuster, or the claim examiner to communicate with the policyholder and/or the contractor to understand the pricing differences, or explain coverage issues in order to reach a claim settlement.



### Claims Examiners

The examiner should conduct a timely review of the estimate to confirm:

- The photographs reasonably document the estimate scope. Request additional photographs or a re-inspection when there is a question in a timely manner; and provide status to the policyholder.
- No manual entry errors, i.e. ensure the quantity matches what is in the risk.
- Contents manipulation estimated under building coverage is limited to covered non-damaged personal items and the policyholder must have purchased personal property coverage. See [Contents Manipulation](#) in Section 2 of this manual, for more information.
- The estimate appropriately addresses necessary structural drying and makes allowances for it.
- The estimate written for covered items, i.e. bids used to substantiate value/repair cost do not include undamaged items or matching equipment. An example: replacing undamaged air handlers to match external HVAC units due to change in SEER ratings or refrigerant.
- The estimate is written on a room-by-room, line item, unit cost basis with reasonable recoverable and non-recoverable depreciation applied based on age and condition.
- The adjuster has quantified the proper quantity, measurements, and unit costs for items.
- Building, or applicable line items, qualifies for replacement cost or actual cash value settlement.
- Proper deductible applied.
- No non-covered structures, e.g., sheds, garages with living quarters, carports, decks (over 16 sf), etc.

- Applicable coverage limitations applied for basements and elevated buildings in SFHA.
- The adjuster's quantity and unit cost calculations are accurate based on item, area, and room.

## 4.2 Contents (Personal Property)

Adjusters should always assist the policyholder in understanding how to prepare a properly documented contents claim. In some instances, the adjuster may be expected to list, document, and value the entire contents loss and provide it to the policyholder for review.

For a contents loss, the adjuster should always include documentation to support the claimed loss in terms of photographing the extent of damages, quantities, qualities, and value. The adjuster must ensure coverage and depreciation are appropriately applied. Adjusters must also explain one's judgment in regards to recommending repair vs. replacement, when it may not be apparent to the policyholder or the examiner. Where necessary the contents insurance listing should include notations specific to the applicable line item on the content list in regards to descriptions of quality, quantity, special limit item, and the like. This may be necessary from a customer's point of view, or from the examiner's perspective.

The adjuster should list damages room-by-room, priced individually with like kind and quality, and include all costs related to applicable tax, removal, shipping, assembly, and the like. Each replaced item must individually include a fair and reasonable rate of depreciation representing the age and/or physical condition of the item at the time of loss.

The adjuster should address any salvage or financial buy-back opportunity with the policyholder or with a third-party, promptly, and report on that status in an interim status or the closing narrative report. When the policyholder agrees to buy-back ruined property items, this should be fully disclosed in the contents loss as a credit under the applicable property line item.

## 4.3 Special Limits

The adjuster should apply the \$2,500 special limit to the aggregate ACV of all applicable contents described at SFIP, Section B.6., such as jewelry, furs, contents used in business, etc. Add documentation to the claim file to support the payment recommended under this provision. The aggregate ACV is subject to the policy deductible.

## 4.4 Depreciation

The adjuster should apply depreciation for age and physical condition to each line item in the adjustment or estimate that considers the replacement cost value. The application of depreciation is applied to the material, labor, and equipment usage, including overhead and profit and sales tax. All estimates must reflect depreciation regardless of whether the loss in general or in particular to a specific item qualifies for RCC or ACV loss settlement. The adjuster should document the file to support the rate of depreciation or the lack of depreciation. A bottom-line lump sum depreciation applied to the adjustment or estimate total is not acceptable. Applying the same rate of depreciation to all building and contents items throughout the adjustment or estimate, despite the many differences in material type, age, and usage, is also not acceptable with NFIP claim handling.

## 4.5 Progress Notes in the File

The adjuster should note information that adequately reflects the progress of the claim and communications with the policyholder in the file. The adjuster should also include the scope of damage, calculations of replacement cost and actual cash value, and a diagram of the insured building with measurements and acknowledgement or confirmation of receipt of documents or information provided by the policyholder in the file.



## Claims Examiners

The examiner should conduct a timely review of the estimate to confirm:

- The contents inventory includes description, age, and cost to replace with like, kind, and quality at current year pricing.
- The photographs reasonably document the damage to support repairing or replacing an item. Timely request additional photographs or a re-inspection when there is a question and provide a status to the policyholder. Photographs should document contents items of exceptional value and quality.
- The adjuster considered a reasonable repair allowance, or the policyholder provided a repair estimate to supplement the settlement amount.
- The adjuster determined or verified local replacement costs of damaged property based on like kind and quality.
- \$2,500.00 special limits applied to the aggregate of applicable contents (jewelry, furs, contents used in business, etc.).
- The adjuster applied reasonable non-recoverable physical depreciation based on age and condition of the item at the time of loss.
- The adjuster added appropriate sales tax.
- The adjuster applied the proper deductible.

## 5 Claims Closed Without Payment Reasons



### Claims Examiners

The examiner should carefully review the adjuster’s report for claims that are to be closed without payment, and use the correct Closed Without Payment (CWOP) reason code in accordance with the NFIP [Transaction Record Reporting and Processing \(TRRP\) Plan](#). Proper coding is necessary to ensure the appropriate expense payment is issued. Use the erroneous assignment code when the adjuster receives an assignment in error prior to inspection.

**Table 11. CWOP Reasons**

Code	Reason
01	Claim denied that was less than deductible
02	Seepage
03	Backup drains
04	Shrubs not covered
05	Sea wall
06	Not actual flood
07	Loss in progress
08	Failure to pursue claim
09	Debris removal only
10	Fire
11	Fence damage
12	Hydrostatic pressure

13	Drainage clogged
14	Boat piers
15	Not insured, damage before inception of policy
16	Not insured, wind damage
17	Type of erosion not included in definition of flood or flooding
18	Landslide
19	Type of mudflow not included in definition of flood or flooding
20	No demonstrable damage
97	Other
98	Error delete claim (no assignment)
99	Erroneous assignment

## 6 Communications from Attorneys, Public Adjusters, and Other Policyholder Representatives

Adjusters should notify the insurer promptly when they become aware a policyholder is represented. This notification should be forwarded with the Preliminary Report or as an interim status and include any documents received related to this representation. Adjusters and examiners should always put forth a courteous effort with policyholder representatives during the entire flood claim process. As a Federal program, all stakeholders, including FEMA, must adhere to the Privacy Act. The relevant DHS regulation (applicable to FEMA) regarding Privacy appears at 6 CFR 5.21.

*Letter of Representation.* Whenever the policyholder authorizes a party to speak with an NFIP stakeholder about their claim, including FEMA, the policyholder will need to do so in writing. By law, the NFIP stakeholder must obtain this authorization to protect the policyholder’s privacy.

*Privacy Release.* To authorize another individual to represent the policyholder, the policyholder must also submit documentation that includes all named policyholders full name, address, date and place of birth, the name(s) of the representative(s), and the policyholder(s) signature. The policyholder must have this document notarized or include the following statement: “I declare under penalty of perjury that the foregoing is true and correct. Executed on <DATE>. <SIGNATURE>.”

*Attorney representation.* When the policyholder becomes represented by an attorney, and the proper letter of presentation and privacy release signed by the policyholder is obtained, adjusters and examiners must ensure all verbal and written communications are held directly with the attorney, unless approved by the attorney.

*Public adjusters.* When the policyholder is represented by a public adjuster, FEMA recommends that the adjuster and examiner send all written communications, including the adjuster-prepared proof of loss, to both the public adjuster and the policyholder. When verbally communicating with the public adjuster during an inspection or over the telephone, a better practice after such communications is with a written follow-up correspondence or email to the public adjuster that is copied to the policyholder. Keep in mind that most states require a license before any individual may act as a public adjuster, an individual who negotiates coverage, scope, and price on behalf of the person who pays for the insurance coverage.

*Other types of representatives.* Whether given the permission to speak with the NFIP stakeholder or not,

only attorneys and public adjusters are legally permitted to negotiate coverage, scope, and price on behalf of the policyholder. Neighbors, other adjusters, estimators, or contractors are not allowed to practice “public adjusting” on the claim; that is negotiate coverage, scope, and price with the insurer or one of its representatives. With the proper documentation provided, some representatives such as the spouse or an immediate family member acting on the policyholder’s behalf, who may be ill, out-of-the country, or otherwise incapacitated, may negotiate the claim.



## Claims Examiners

When an insurer receives a communication that contains a time demand (a specific action by a specific date), a request to reopen the claim, seeks additional payment, or a Proof of Loss submission, the examiner should promptly review the request and determine the appropriate action.

When a policyholder, or representative, submits a Proof of Loss, the examiner should review to determine if the Proof of Loss supports payment of the claim in part or in whole and issue the appropriate payment. If the Proof of Loss is received after the 60 days or any extension granted by the Administrator, a Proof of Loss Waiver may be required. See [Proof of Loss Waiver](#) in Section 2 of this manual.

When the information provided does not support the request for payment outlined in the Proof of Loss, the examiner should reject the Proof of Loss, in whole, or in part, and communicate the decision to the policyholder or representative along with a partial denial letter when appropriate. Include in the communication what the policyholder or their representative needs to provide to consider an additional payment under the existing claim.

## 7 Condominium Claims Handling

Section 1312 of the National Flood Insurance Act (42 U.S.C. § 4019), as amended by section 100214 of the Biggert-Waters Flood Insurance Reform Act of 2012 (BW12), prohibits the NFIP insurer from denying a payment requested by the condominium unit owner, who has building coverage under the Dwelling Form, when covered damages under the Dwelling Form are not payable under the association’s RCBAP due to policy limits or the application of coinsurance. In general, BW12 here allows for the unit owner’s building coverage under the Dwelling Form, to act as a type of excess flood insurance coverage after the RCBAP addresses the building loss and the condominium association’s claim is settled.

The RCBAP Coinsurance provision at Section VII, applies a penalty when the building insurance coverage purchased by the condominium association is less than 80 percent of the full replacement cost of the RCBAP-insured condominium building, or less than the maximum amount of insurance available. When determining the coinsurance penalty, the adjuster should follow the recommended formula provided in Section 1 of this manual in SFIP RCBAP, Section VII. Coinsurance.

Section III.C.3.b(4) of the Dwelling Form precludes payment for a loss assessment if the reason for the deficiency is application of the RCBAP’s coinsurance penalty provision. Section VII.C.2 states that the RCBAP provides primary flood insurance coverage and the Dwelling Form provides excess coverage if the Dwelling Form covers a unit in a condominium building where the condominium association has purchased an RCBAP or other coverage for the condominium structure. Section 100214 of BW12 prohibits the NFIP from enforcing Section III.C.3.b(4) and that provision is hereby waived. Under certain circumstances, application of Section VII.C.2 also prevents implementation of Section 100214 and that provision is hereby waived in part where application of the provision would deny payment due to the coinsurance penalty in the RCBAP. This will allow the Dwelling Form to respond as if the RCBAP coverage is exhausted. In all other cases, the RCBAP will continue to be primary, and the Dwelling Form will act as an excess flood insurance policy.

Section 100214 of BW12 does not alter, amend, or supersede the limits of coverage established under 42



U.S.C. § 4013 or allow more than one payment for the same damaged item. Accordingly, the combined building coverage of the RCBAP and the Dwelling Forms for units within the building covered by the RCBAP cannot exceed \$250,000 times the number of units, nor can the payment for any one unit exceed \$250,000 respectively.

## 8 Contents Manipulation

When a building or room in a building suffers damage, and the contents items stored within the building or area require movement in order to facilitate buildings repairs, the task is known as “contents manipulation”. To be eligible for coverage for this expense, the policyholder must have purchased both Coverage A – Building Property (building) coverage and Coverage B – Personal Property (contents) coverage.

FEMA recognizes that the policyholder may need to manipulate undamaged insured contents in order to repair covered building damage. These charges are often included in the contractor’s unit cost(s) for items repaired or replaced and are not a separate charge to the policyholder. When contractors present an itemized breakdown of their charges and contents manipulation is a separate line item, the adjuster may separately allow for contents manipulation. Adjusters may not make lump sum allowances or room-by-room contents manipulation allowances in the estimate without providing supporting documentation of those costs. Coverage for contents manipulation is subject to the following:

Only reasonable and necessary charges for contents manipulation.

Contents manipulation does not extend to items already included in the contents claim as a repair or as a replacement.

If a contents item is non-covered property, is located in an area of the building that is subject to coverage limitations such as in a basement or certain lower enclosures, or exceeds special limit coverage, the cost to manipulate the item(s) is not covered.

Manipulation of tenant’s personal property is not covered under the owner’s building policy, even when the tenant has purchased contents coverage. In such cases when a tenant has contents coverage and incurs reasonable costs to move contents in order to facilitate flood damage repairs, the charge is covered only under the tenant’s contents policy.

Coverage for contents manipulation does not include the additional labor or cost to remove or store contents outside of the insured building, or another appurtenant building at the described location (Dwelling Form only), such as a portable storage container placed at the described location, or personal property moved to storage at a building at another location. The SFIP will only consider reasonable costs to move personal property items within the insured building or within an appurtenant structure (Dwelling Form only), in order to facilitate flood repairs to the building.

Contents manipulation is not “property removed to safety” as described in Section III.C.(b).

Documented contents manipulation expenses may be charged against the building coverage when they are a function of the covered building repair.

## 9 Cooperative Buildings

Buildings in a cooperative form of ownership (referred to by FEMA as “cooperative buildings”) are typically owned and managed by a corporation, and their ownership is different from the condominium form of ownership. Residents within cooperative buildings typically buy shares of the corporation, rather than the real estate (building, land, or both building and land) itself. Shareholders of the cooperative corporation are provided a preferential lease agreement from the corporation, which affords them the right to occupy a specific space or “unit” within the cooperative building. Under the rules of the NFIP,

cooperative-owned buildings where at least 75 percent of the area is used for residential purposes are considered residential occupancies. These buildings in a Regular Program community can be insured for the maximum building coverage of \$500,000 under the General Property Form in the cooperative corporation's name. Because they are not in the condominium form of ownership, these cooperative buildings are not eligible for insurance under the RCBAP Form.

A shareholder in a cooperative building typically does not receive a real estate interest in the building or unit, but rather shares of stock in the cooperative corporation with the right to occupy a particular "unit" under a lease or rental agreement. Similar to tenants of non-condominium apartment buildings, the shareholders of a cooperative building cannot purchase building coverage under an SFIP Dwelling Form to cover their individual units. Shareholders of a residential cooperative building can only access the maximum \$100,000 contents coverage in Regular Program communities under the Dwelling Form. Under certain circumstances, at the insured's option, 10 percent of the contents coverage may be applied to betterments or improvements to the unit made at the insured shareholder's expense.

FEMA is aware that there may be unusual forms of cooperative ownership. In some cooperatives, a large number of the structures are owned by the individual shareholders through an arrangement whereby the shareholders lease the buildings to the cooperative, and the cooperative leases the buildings back to the shareholders, and the land on which the buildings are located is owned by the cooperative corporation. At the termination of a lease, the owner of the building may remove the structure from the land owned by the cooperative. Under this arrangement, the shareholders have an ownership interest in the buildings. Based on this information, such owner-shareholders are eligible to purchase building coverage under the appropriate SFIP.

In this situation, the cooperative corporation should be named as an additional loss payee, as its interest may appear, and any mortgagee should also be named as an additional payee. Claims on SFIPs issued to individuals or businesses owning buildings in such cooperatives are payable, subject to all other requirements and limitations.



## Claims Examiners

FEMA encourages insurers to review underlying cooperative documents to determine how cooperative buildings are owned, as it may be that other cooperative arrangements exist that allow an individual to actually own the building, and therefore be able to purchase building coverage.

## 10 Countertops

### 10.1 Common Countertop Types and their Repair or Replacement

When questions arise regarding the removal and resetting of countertop materials or replacing the material following a flood, the adjuster's judgment and obtained documentation is important. FEMA has developed the following guidance to enhance the adjuster's knowledge of the various types of materials and precautions regarding removal and resetting countertops:

- Post-form, roll-top laminated countertops are manufactured prior to installation. The plastic resin laminated surface is sometimes referred to as Formica®. The common identifier for this type is that the laminated surface is molded over and around the front edge and backsplash. The front edge of this type may have a more ornate style other than the common bull-nose or rounded edge. Removal of single straight length roll-top countertops can be performed without damage. However, if a single section of the countertop has a mitered corner joint creating an "L-shape", the removal process may cause delamination of the top finish surface or separation of the mitered corner joint,

exposing the seam, requiring replacement.

- Job-built, laid flat or self-edge laminated countertops are similar in material to the above described “roll-top,” but are built at the job site to exact specifications. Its common identifier is that the front edge and sides are always squared. When removal is necessary to facilitate repairs replacement is often required, as the finish surface may partially delaminate, resulting in damage to the substrate base material or to the backsplash. When a job-built laminate countertop layout design is curved or L-shaped, damage during removal is likely requiring replacement.
- Formed concrete and ceramic tile countertops are built on the job site to exact specifications. They are constructed over a wood or rock-board type substrate material that may be screwed or glued to the cabinet framing, or both. When removal is possible, handling may cause twisting or bending of the countertop, which will crack mortar or separate the finish material from the substrate. Replacing the top may be necessary.
- Natural or man-made stone material such as granite and Silestone® can typically be removed and reinstalled without damage. If the top is joined by two or more individual pieces, a chemical is applied to the seam in order to dissolve the polymer which bonds the material together prior to removal. If two or more slabs of stone countertop are installed over a wooden substrate, typically 2cm thick type, then successful removal may not be likely. If a backsplash is made of the same material and set over top of the countertop’s rear edge, it is also possible to remove it without damage. However, if the backsplash is a material such as ceramic tile, its removal is necessary to prevent damage to the countertop and replacement of the backsplash may be required. Only supervised labor experienced in handling this material should attempt to remove this type of countertop, as the SFIP does not cover avoidable damage resulting from poor handling.
- Corian® and other solid-surface (acrylic polymer) countertops can typically be removed and reinstalled without damage. If the material cracks or breaks off during removal or handling, the countertop material can be successfully repaired with the application of an epoxy applied to the surface of each crack creating an invisible or near invisible bond.

FEMA is aware of unique instances when a countertop can be damaged beyond repair directly by or from flood. Cases in which an adjuster recommends replacement of the countertop, the claim file must include documentation which explains and supports the judgment to replace, rather than remove and reset.

## 10.2 Countertop Adjustment Concerns

### A. Adjuster Documentation

At the initial loss inspection, the adjuster should examine, photograph, and document the condition of the surface, edge, and underside of the countertop in a narrative report. The adjuster should note the number adjoining seams of the countertop, as well as the material thickness. Typically, the thickness of granite is in centimeters. The adjuster should note substrate material covering any cabinet framing located underneath the countertop. This documentation process applies to any countertop, sink, toilet, vanity top, bathtub, shower stall, or other such fixture.

### B. Discussion with Policyholder

The adjuster should discuss removal/re-installation with the policyholder and contractor (if present) at the initial loss inspection. The adjuster should set the expectation that the policyholder and contractor salvage any countertop, sink, toilet, vanity top, bathtub, shower stall or other similar items for re-use. The adjuster should inform the policyholder to notify the adjuster immediately if damage occurs during removal including providing photographs when necessary. The policyholder must retain and not discard items damaged during removal.

### **C. Determining Unavoidable Damage**

Policyholders and contractors repairing or replacing damaged items must use reasonable care when removing undamaged items. When the removal process irreparably damages a previously undamaged item, the removal effort must support a finding that the damage was unavoidable. The SFIP covers direct physical loss by or from a flood. The SFIP will not cover avoidable damage.

### **D. Policyholder Documentation**

The policyholder can best support a request for payment when unavoidable damage occurs during the removal and replacement process with the following:

1. Clear photographs of the damage at the time of occurrence.
2. A signed detailed statement from the removal or repair contractor.
3. The signed detailed statement must:
  - a. Explain the action taken to remove the item.
  - b. State how the damage occurred.
  - c. Address salvage.

### **E. Completing the Adjustment**

Once the policyholder provides the documentation noted above, the adjuster should adjust the claim accordingly. Adjusters should factor in the additional time and labor to safely remove and reset salvageable items. The adjustment should also apply the appropriate credit reflecting any previously estimated allowance to reinstall. If the adjuster recommends no payment, the adjuster should include an explanation in the estimate and narrative report.

## **11 Debris Removal**

The SFIP requires that the policyholder separate damaged from undamaged property putting it in the best possible order so the adjuster may examine it. It is the policyholder's duty to perform the separation described above and prepare an inventory of damaged property including quantity, description, and the total amount of loss claimed. Any bills, receipts, photographs of damages, and related documents should be attached to the inventory.

If building or contents flood-damaged property is removed before the adjuster is able to examine it, the policyholder must photograph the items and prepare the aforementioned inventory. To minimize potential documentation issues, if possible, the policyholder should retain for the adjuster, samples or swatches of carpeting, wallpaper, furniture upholstery, window treatments, and other items of exceptional value where the type and quality of material will influence the amount payable on the claim. Photographs should also include groups of items such as clothing, kitchen items, furniture, etc. The insurer will evaluate and give proper consideration to these items and the policyholder's written inventory of damaged items.

## **12 Electronic Signatures**

FEMA expects insurers to handle NFIP claims in a customer-centric manner as part of their normal business practices. To improve the policyholder's experience and to reduce administrative burden, FEMA is approving and encouraging the use of electronic signatures on proofs of loss and other NFIP-related submissions. FEMA will not deny the legal effect, validity, or enforceability of a signature solely because it

is in electronic form.<sup>15</sup> Insurers should accept electronic signatures in accordance with their general business practices and applicable laws.

The General Services Administration (GSA) and the Federal Chief Information Officers Council have provided joint comprehensive guidance on the best practices for accepting electronic signatures.<sup>16</sup> Insurers may find this guidance helpful.

## 13 Expense Payments

### 13.1 Adjuster Fees

FEMA uses the current NFIP Adjuster Fee Schedule to make payment to insurers; the insurers, in turn, make payment to the adjusters.

Current Adjuster Fee Schedule effective August 24, 2017 (See [Appendix A](#))

For ICC claims, use the ICC fee schedule effective September 1, 2004 (See [Appendix B](#))



#### Claims Examiners

Important: FEMA expects examiners to take appropriate action when the adjuster's work performance is deficient:

1. Does not comply with NFIP standards,
2. Is improperly prepared, thereby requiring the claim to be substantially readjusted, or
3. When the claim handling is not timely or responsive to expectation with customer service, and requires reassignment.

## 14 Flood-In-Progress

SFIP Section V. B. excludes from coverage a loss caused by a flood that is already in progress at the time and date the policy's first term begins. In other words, a "loss-in-progress", damage from a flood that occurred before the policy's inception date is not covered, even if the flood event is still in progress after the policy's first term begins.

When coverage is added at the request of the policyholder and a flood is already in progress, coverage for damage that occurs to insured property after the policy's inception date from that same flood event, may not be covered. The exclusion of a "flood-in-progress" under this provision is triggered by the earlier of the following situations:

1. The date the community where the insured building is located experiences the flood, or
2. The date and time of an event initiating a flood that causes damage, including but not limited to:
  - a. A spillway is opened,
  - b. A levee is breached
  - c. Water is released from a dam, or
  - d. Water escapes from the banks of a waterway (stream, river, creek, etc.)

These situations are provided for illustrative purposes only and do not encompass all instances in which

<sup>15</sup> See Government Paperwork Elimination Act (GPEA), Pub. L. 105-277 § 1707 (44 U.S.C. 3504 note); Electronic Signatures in Global and National Commerce Act (E-SIGN), Pub. L. 106-229 § 101(a) (15 U.S.C. 7001(a)).

<sup>16</sup> Use of Electronic Signatures in Federal Organization Transaction, Version 2 (January 25, 2013), at [https://cio.gov/wp-content/uploads/downloads/2013/09/Use\\_of\\_ESignatures\\_in\\_Federal\\_Agency\\_Transactions\\_v20\\_20130125.pdf](https://cio.gov/wp-content/uploads/downloads/2013/09/Use_of_ESignatures_in_Federal_Agency_Transactions_v20_20130125.pdf)

the Section V. B. exclusion is triggered. Individual losses will be evaluated on an individual basis.

The Section V. B. exclusion is not limited to individual property, city, county, or parish boundaries. FEMA will apply the Section V. B. exclusion regardless of individual property, city, county, or parish boundaries if causation of the flood is clear.

FEMA does not interpret the Section V. B. exclusion as triggered only when floodwaters physically touch the insured building.

The applicability of the Section V. B. exclusion is separate from the applicability of the 30-day waiting period provisions found at 44 C.F.R. § 61.11. An insurance policy may be purchased without the 30-day waiting period, but that does not mean that Section V. B. of the SFIP is inapplicable.

The following questions and answers may be useful when communicating with policyholders:

What is flood-in-progress and how does it differ from the date of loss?

The date of loss is the date a flood, as defined in the SFIP, actually touches and damages NFIP-insured property. A loss caused by a flood-in-progress at the time an SFIP comes into effect may be subject to the flood-in-progress exclusion. If the SFIP was effective prior to the date the flood in progress began, coverage will be effective. A flood is in progress on the earlier of either the date the community in which the NFIP-insured property is located first experiences a flood as defined in the SFIP, or on the date of an event initiating a flood that directly or indirectly affects areas downstream or in a floodway.

Is damage caused by a flood-in-progress covered?

If a policy is in effect on the date the flood-in-progress begins, damage caused by the flood in progress is covered, subject to the terms of the SFIP. If a policy is effective after the date the flood is in progress, damage caused by the flood in progress most likely will not be covered. However, each NFIP claim is adjusted individually and the cause of any loss, and any applicable limitations or exclusion in the SFIP, is determined during the claims adjustment process.

## **15 GFIP Claims Handling**

Group Flood Insurance Policies (GFIP) are handled solely by the NFIP Direct. They are assigned to adjusters and are handled the same as the SFIP with the following exceptions:

- Maximum GFIP coverage limit is the equivalent to the maximum grant amount established under section 408 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act (42 U.S.C. § 5174) which FEMA updates at the start of each fiscal year through publication in the Federal Register. As of October 1, 2017, the maximum grant amount is \$34,000.
- The homeowner policyholder has the choice of whether to use the funds solely for owned building damages, solely for owned contents damages, or for a combination of owned building and contents; but the total cannot exceed the maximum GFIP limits. A separate \$200.00 deductible is applied to each coverage.
- Adjuster must verify the policyholder is the owner of the home to qualify for building coverage. The adjuster may request a copy of the deed or obtain information from the local property assessor's office or assessor's website.
- For renter policyholders, the GFIP is only for damaged contents owned by the policyholder.
- There is no underwriting review performed on a new GFIP, as it is awarded directly from FEMA's Individual and Housing Program. A GFIP policy does not include building rating information, and among other items, the ownership, property address, and loss payee may be inaccurate. The

adjuster should obtain a fully completed questionnaire from the policyholder, which helps to verify this required policy information, before executing a proof of loss for the policyholder’s signature.

- GFIP does not provide Coverage D – Increased Cost of Compliance Coverage.

## 16 Guidance on the Use of Outside Professional Services

### 16.1 When to request a Building Structural Evaluation:

- Cause of damage is uncertain
- Extent of the damage is unknown
- Discern the cost-effective method of repair
- Policyholder contests the recommended loss settlement due to structural issues or due to issues of causation with certain building items.

Adjusters should submit a request to the insurer to have the building’s structure evaluated as soon as the need is identified. [Table 12](#) details the issues that may require the assistance from a qualified outside professional service.

**Table 12. Issues pointing towards a Building Structural Evaluation**

Type	Qualifications
Exterior	<p>Any signs of foundation cracking or foundation movement.</p> <p>Any piers/pilings that are out of plumb or showing displaced connections.</p> <p>Any areas showing scour (washout) or erosion under or alongside the foundation.</p> <p>Any evidence of vertical or lateral displacement of the brick veneer or siding.</p> <p>Any displacement of an exterior wall.</p>
Interior	<p>Any floors that are cracked, separated, uneven, or out of level.</p> <p>Any structural elements that show movement including bowed or bulged walls.</p> <p>Any evidence of significant cracks in the interior finishes, such as cracks above doors and windows or at the corners in wall covering material.</p> <p>Any evidence of moisture, leaks, or hydrostatic pressure present in floors or walls.</p> <p>Any lower level configuration where precise elevations cannot be determined.</p>
General	<p>To resolve questions concerning causation or repair methodology.</p> <p>Other types of experts can also be helpful when handling large commercial losses involving damage to inventory including salvors, accountants, etc.</p> <p>Note: Each claim and each building is different so there will be instances where things fall outside of the ordinary, therefore adjuster discretion is required. The above items are a basic list to look for in order to aid the decision to involve a qualified outsider professional service.</p>

### 16.2 Outside Financial Accounting Professionals

A commercial loss involving damage to a significant quantity, value, or specialized type of business contents loss may require the involvement of the services of a CPA to provide a detailed report of findings. Here the role of the expert is to help promptly document and certify the quantity and value of damaged inventory, goods in process, or raw materials. The question of a financial recovery through a

buy-back by the policyholder, or salvage through the involvement of a third party, can also be addressed. The CPA's involvement can also help inform the policyholder what documentation is needed and how it can be presented to best support their commercial contents loss quickly. A detailed report of findings is required when a financial accounting professional is engaged.

## 16.3 Insurers must comply with the following requirements regarding the use of outside professional services:



### Claims Examiners

#### A. Ensuring Compliance with Applicable Laws and Use of Reports

Insurers may only rely upon the use of outside professional service who perform work in accordance with all applicable laws regarding professional licensure and conduct. For the purposes of this requirement, insurers and their retained service providers may not assert that they are exempt from state licensing laws because they are Federal employees, Federal contractors, or performing work for the Federal Government unless expressly authorized in writing by FEMA.

#### B. Exclusive Reliance on Final Engineering Reports

When making claim decisions, insurers should only rely upon final reports that meet the proper disclosures and reporting standard for the report type involved. Insurers must use such reports in context with all other relevant information and data gathered throughout the claim investigation process when making a claim determination.

#### C. Retention and Disclosure of Final Expert Reports

For the purposes of 44 CFR 62.23(i)(10), FEMA considers a final expert report a normal component of a claim file. Accordingly, whenever the insurer retains the services of an expert to investigate the claim, the insurer must keep the entire final expert report in the claim file. When requested by policyholders, insurers must provide a copy of the requested final expert report in a claim file.

#### D. Avoiding Undue Influence on Expert Analyses

Insurers may not adopt policies or practices that implicitly or explicitly influence the independent opinions of experts. Insurers may not request changes to final expert reports. However, Insurers may request that experts prepare clarifying addendums to final reports.

## 17 General Adjuster (GA) Re-inspection Request



### Claims Examiners

All re-inspection requests must come directly from the NFIP insurer or the Federal Insurance Directorate to [NFIPFloodDisasterResponseMailbox@fema.dhs.gov](mailto:NFIPFloodDisasterResponseMailbox@fema.dhs.gov).

The re-inspection program is designed to assist in maintaining quality claims processing within the NFIP. Re-inspections are performed in cooperation with the insurers. There are five types of re-inspections:

1. Special Assist;
2. Congressional;
3. FEMA Appeals;
4. FEMA Requests;
5. Random Claims Quality Check (RCQC).

For Special Assist re-inspections, the insurer claims management makes a request by email to the NFIP BSA at [NFIPFloodDisasterResponseMailbox@fema.dhs.gov](mailto:NFIPFloodDisasterResponseMailbox@fema.dhs.gov). The email subject line should include the policy number and the type of submission (ex. 1234567890 – Request for Re-inspection). The body of the email should contain the



policy number, policyholder name, property address, date of loss, and a brief description of the issues. Attach a copy of the complete claim file, or upload to the SFTP site.

A GA will be assigned for a desk review or on-site re-inspection. The GA will contact the requestor to discuss the file and determine if an insurer will accompany the GA on the on-site re-inspection.

Congressional, FEMA Appeals, and FEMA Requests are all sent by the Federal Insurance Directorate

RCQC is a practice by which randomly chosen claim files are reviewed during disasters to determine if the adjusters are properly handling the claim.

## 18 Identification of Building Equipment, Appliances, Electronics, and Mechanicals

The NFIP requires the adjuster to provide identifying information (manufacturer, model and serial number, and whenever possible, capacity, etc.) on major building equipment such as furnaces, central air conditioning units, and major appliances such as refrigerators, washers, dryers, televisions, etc.

The adjuster must provide available identifying information on all covered flood damaged appliances, electronic, and mechanical devices to include the make, model number, and serial number, and include a photograph of any identifying tags or labeling. If this information is not accessible, or not available, the adjuster should document the items with a detailed description and explanation in the narrative report.

Air conditioning condensers and solar panels are covered even if set apart from the insured building. The SFIP does not cover other equipment, like generators, air compressors, and substation transformers owned by the policyholder that may service the insured building unless the equipment is hard-wired and in an insured building as defined in the SFIP II.B.6 or in a building physically attached to the covered structure by means of a qualifying addition or extension per III.A.2. Generators stored in a building at the described location are personal property. Generators and other such equipment in a basement are not covered.

See [Figure 29](#) for an example of a non-covered generator. It is not in a building as defined in the SFIP. See [Figure 30](#) for an example of an attached utility shed. A generator is covered under building when it is hard-wired to the building's electrical system, is installed within an area of the insured building, such as an attached utility shed or closet, or within an SFIP-covered porch or detached SFIP-eligible garage.

**Figure 29. Non-Covered Generator**



**Figure 30. Attached Utility Shed**



### Claims Examiners

The examiner should confirm the adjuster provided identifying information (manufacturer, model and serial number, and whenever possible, capacity, etc.) on major building equipment such as furnaces, central air conditioning units, and major appliances such as refrigerators, washers, dryers, televisions, etc. and follow-up to secure this information if not in the report.

## 19 Improvements and Betterments

The SFIP defines improvements as fixtures, alterations, installations, or additions comprising a part of the insured dwelling or the apartment in which the policyholder resides.

### 19.1 Tenants' Contents-Only Policies

As explained in the SFIP Dwelling Form, Section III.B – Personal Property, paragraph 4, if the policyholder is a tenant and has purchased Coverage B – Personal Property (contents coverage), the SFIP will cover such property, including the policyholder's cooking stove or range and refrigerator. The SFIP will also cover improvements made or acquired solely at the policyholder's expense in the dwelling or apartment in which the policyholder resides, but not for more than 10 percent of the limit of liability shown for personal property on the Declarations Page. Use of this insurance is at the policyholder's option, but reduces the personal property limit.

The SFIP General Property Form, in Section III.B paragraphs 7–9, specifies coverage conditions for improvements and betterments for a tenant or condominium unit owner. Paragraph 7 makes clear that items acquired by or made at the expense of the tenant are covered, even if the tenant cannot legally remove them, such as a built-in walk-in freezer.

If a tenant has a contents policy in his or her own name, flood-damaged items that the tenant may claim as improvements and betterments under a covered loss will include all items purchased at the tenant's expense for which coverage would be provided under building coverage (Coverage A), and that have not been paid under Coverage A for the same loss event under a policy held in the building owner's name. Insurers may refer to the lease agreement to determine which policy will respond.

### 19.2 Building Owner and Tenant Named on Same Policy with Coverage A

As stated in the General Rules section of the [Flood Insurance Manual](#), the building owner must be named on a flood insurance policy with Coverage A. If the building coverage is purchased by a tenant due to a lease agreement, the tenant may be named as an additional insured on the policy. The NFIP does not designate any of the named insureds as primary or secondary. The rule is intended to ensure that all

parties with an insurable interest in the building are named on any claim settlement proceeds for building damage. Any claim payment would be made to all parties named as insureds on the policy.

### 19.3 Duplicate Policies with Coverage A Not Allowed

Excluding residential condominium buildings, NFIP-insured buildings can have only one policy with building coverage (Coverage A). Section 100228 of the Biggert-Waters Flood Insurance Reform Act of 2012, codified at 42 U.S.C. § 4013(b), clarifies that the total aggregate liability for a non-residential building or non-condominium building designed for five or more families is \$500,000 per structure. The law also reiterates that the maximum coverage available for a residential 1–4 family building or condominium unit is \$250,000 per policy. The SFIP prohibits duplicate building coverage by the same insured. This means that the NFIP will only pay for building coverage under one policy, and the owner must be a named insured.

The NFIP also will not pay twice for the same covered loss (either Coverage A or Coverage B) when an RCBAP provides coverage for a condominium unit insured under the Dwelling Form.

## 20 Increased Cost of Compliance

The adjuster should provide the [Increased Cost of Compliance \(ICC\) Brochure](#) to the policyholder at the time of the inspection.



### Claims Examiners

The examiner oversees or can directly handle ICC claims, which involves securing from the policyholder the necessary documentation to include:

- The community's substantial damage determination letter confirming a compliance requirement resulting from substantial damage. The community determination factors in all perils. For ICC, the SFIP requires the percentage of damage to be by or from flood, whether covered by the SFIP or not.
- When ICC is required for repetitive loss, the examiner confirms the community has a repetitive loss provision in its floodplain management ordinance, such as two losses during a 10-year period. The state or community must have a cumulative or repetitive loss provision already within its floodplain ordinance at the time of the flood. See Dwelling Form Section D.3.
- Securing from the policyholder bids to perform the work and confirms that work only for covered mitigation activities. The SFIP does not allow payment of the ICC claim until the approved mitigation activity is completed and the community has confirmed in writing that the activity resulted in a building that complies with their floodplain management ordinance. However, FEMA encourages advance payments when the policyholder signs a written agreement attesting the funds will be used only for eligible ICC mitigation work, and agrees that any dollar amount not spent by a specific date will be returned back to the insurer.
- Secure a new elevation certificate and provide to underwriting for re-rating the new policy.
- The ICC Policyholder's Processing Checklist (See [Appendix K](#)) is a useful tool to send to the policyholder.

See [Section 3](#) Increased Cost of Compliance of this manual for detailed guidance.

## 21 Inspection

The adjuster essentially has one opportunity to make a good first impression; that opportunity should not be wasted. FEMA expects the adjuster to arrive at the inspection site and meet with the policyholder on-time, and present oneself as professional as possible. Apparel should be appropriate but professional. The adjuster should always have their FCN card and any government-issued photo ID present to show the policyholder at the start of the inspection. When minors are present in the building that requires

inspection, the adjuster should never enter unless there is an adult present, preferably the policyholder or policyholder's representative.

The adjuster's site visit to the insured property is the most important part in the claim handling process. Adjuster professionalism and empathy towards the policyholder for the loss to their property and potential financial ramifications, as well as meaningful communication, are key aspects to the inspection that helps avoid issues. These three key aspects lay the groundwork for prompt successful claim resolution. The adjuster should spend time with the policyholder explaining the adjustment and claim processes, and giving a realistic time line for completion of the estimate. This will help avoid future issues and help ensure a good working relationship. These conversations are the adjuster's investment in a successful claim result for the policyholder and for the adjuster.

The adjuster must provide the policyholder a copy of the [Flood Insurance Claims Handbook](#) and [ICC Brochure](#) and spend time reviewing the documents with the policyholder. The adjuster must discuss with the policyholder SFIP coverage and non-coverage issues, and how they apply to the loss, but cannot say whether the insurer will approve or deny the claim. The adjuster must confirm that the mortgagee is correct and identify all parties to the contract.

If the adjuster cannot inspect within a reasonable timeframe, the adjuster should promptly submit a status report explaining the cause(s) for the delay. The adjuster should also address inspection delays caused by the policyholder, or their representatives, including their failure to set a reasonable time and date to conduct the inspection and the reason for the delay. The adjuster should avoid visiting the insured risk without an appointment.



### Claims Examiners

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The examiner should send a Reservation of Rights (ROR) outlining requirements in case of loss when the policyholder, or their representative, either refuses an inspection or unreasonably delays the timeframe to conduct the inspection.

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## 22 Letter of Map Amendment/Letter of Map Revision

### 22.1 Letter of Map Amendment Definition

A Letter of Map Amendment (LOMA) is an official amendment, by letter, to an effective NFIP map. A LOMA establishes a property's location in relation to the SFHA. LOMAs are usually issued because a property has been mapped as being in the floodplain, but is actually on natural high ground above the base flood elevation.

The LOMA officially amends the effective NFIP map. The community maintains this public record. LOMAs are included on the community's master flood map and filed by panel number in an accessible location.

### 22.2 Letter of Map Revision Definition

A Letter of Map Revision (LOMR) is FEMA's modification to an effective Flood Insurance Rate Map (FIRM), or Flood Boundary and Floodway Map (FBFM), or both. LOMRs are generally based on the implementation of physical measures that affect the hydrologic or hydraulic characteristics of a flooding source and thus result in the modification of the existing regulatory floodway, the effective Base Flood Elevations (BFEs), or the SFHA. The LOMR officially revises the FIRM or FBFM, and sometimes the Flood Insurance Study (FIS) report, and when appropriate, includes a description of the modifications. The LOMR is generally accompanied by an annotated copy of the affected portions of the FIRM, FBFM, or FIS report.

All requests for changes to effective maps, other than those initiated by FEMA, must be made in writing by the Chief Executive Officer (CEO) of the community or an official designated by the CEO. The LOMR officially amends the effective NFIP map. The community maintains this public record. LOMRs are included on the community's master flood map and filed by panel number in an accessible location.

### **22.3 Obtaining a LOMA or LOMR**

Obtaining a LOMA/R is the responsibility of the policyholder in conjunction with the designated community official.

The policyholder may download a [LOMA/R application](#) from the FEMA website. FEMA does not charge a fee to review a LOMA/R request, but requesters are responsible for providing the required mapping and survey information specific to their property. For FEMA to remove a structure from the SFHA through the LOMA process, Federal regulations require the lowest ground touching the structure, or Lowest Adjacent Grade (LAG) elevation, to be at or above the BFE.

The exception to this requirement is when the submitted property information shows that the structure is outside the SFHA. In this case, the property is referred to as "out as shown." If elevation information is required for the LOMA request, the requester should submit the elevation data requested on the [MT-EZ form](#).

### **22.4 How a LOMA or LOMR Applies to Claims**

A LOMA or LOMR effectively removes a post-FIRM elevated building from the SFHA. If the policyholder obtains a LOMA or LOMR after the loss, its effective date is the date of the loss. This means that the coverage limitations to areas beneath the lowest elevated floor do not apply. A LOMA or LOMR may not be issued if the lowest adjacent grade of the property is below the BFE. If such a property has its lowest floor (enclosure floor) above the BFE, the property may comply with the NFIP Floodplain Management Regulations. The insurer should send claims involving such buildings to the NFIP BSA with a request for a waiver of the elevated building coverage limitation (See [Waiver of Elevated Building Coverage Limitations](#), in this section of the manual, for instructions).

## **23 Lowest Elevated Floor Determination**

Full coverage for post-FIRM elevated buildings in an SFHA begins at the lowest elevated floor. This is the lowest floor raised above ground, even if the pilings extend beyond it. For the purposes of coverage, false floors and raised floors that appear to be elevated do not qualify as the lowest elevated floor. See [Figure 31](#) and [Figure 32](#) as examples of non-elevated floors. A hanging floor would qualify as a lowest elevated floor for the purposes of full coverage – see [Figure 33](#). Full coverage in a non-V zone starts at top of the floor. See the [Flood Insurance Manual](#) for definitions and additional information.

**Figure 31. Sleeper System Installed Over a Concrete**



**Figure 32. False (Raised) Floor**



**Figure 33. Hanging Floor**



## 24 Manufactured (Mobile) Home/Travel Trailer Worksheet

When concluding a covered loss on a SFIP-eligible mobile home or manufactured home, the adjuster's Final Report should include the NFIP mobile-home worksheet, the itemized building valuation and building diagram. (MH Worksheet, FEMA Forms 086-0-17 and 086-0-18 at [Appendix E](#))

The adjuster must determine the pre-loss valuation or book value of the home. Complete an industry-accepted method of establishing pre-loss valuations of manufactured/mobile homes.

The valuation should be for the mobile home unit only and any extras that were installed at the factory. Any modifications, upgrades, and additions built or added on or in the unit after its purchase must be valued separately and explained in the adjuster's narrative report.



### Claims Examiners

The examiner should confirm that the adjuster appropriately completed a Manufactured (Mobile) Home/Travel Trailer Worksheet for every manufactured (mobile) home/travel trailer claim with a covered loss.

## 25 Non-Waiver Agreement

A non-waiver agreement allows the adjuster to investigate a loss where a potential coverage concern exists without waiving the rights of the program. A non-waiver agreement is necessary in these circumstances, even if there is evidence of a flood or flood damage to insured property.

The adjuster secures a non-waiver signed by the policyholder for late reports or when the adjuster identifies a coverage issue. To the extent possible, the adjuster must include all known reasons for the non-waiver agreement. If the policyholder will not sign the non-waiver agreement, contact the insurer to send a Reservation of Rights letter. See [Reservation of Rights](#) in this section of the manual.

## 26 Notice of Loss

The policyholder first report of loss, or notice of loss, is the first step in the claims process. The SFIP requires the policyholder to give prompt written notice of loss to the insurer. In addition to the normal information required on the notice of loss, every loss assignment to an adjusting firm should include a brief description of the loss, even if the loss is minor. Information about the loss, such as water depth, affected room areas, and unique circumstances such as accessibility, high valued property, and extent of the damage, is important as it helps to ensure assignment to an adjuster with the appropriate level of experience and will help to prioritize the loss.

When the policyholder delays the notice of loss, the adjuster should ask questions so he or she understands the circumstances. The concern here is, if an avoidable delay caused damage to undamaged property, or increased damage from salvageable to non-salvageable property, the SFIP may not provide coverage, and the adjuster will face challenges. A justified delay in such instances could be an order issued by local authorities, or prolonged inundation which prevented the policyholder's prompt access to the insured property. Delays caused by returning after an evacuation order can also create unavoidable delays. There may be others, but it is important that the adjuster understand the delay and clearly report the explanation.

## 27 Overhead and Profit

Overhead and Profit (OHP) is added to an estimate when the complexity of the repairs requires

coordination by a general contractor at a typical industry standard of 10 percent overhead, 10 percent profit. Each claim should be evaluated and the adjuster should document support of their decision in the file.

General contractors' overhead expenses are the ongoing costs associated with running a business. Overhead expenses are typically categorized as indirect (general) or direct.

Indirect overhead costs are fees that a contractor pays on a regular basis that are not specific to a particular job, such as:

- Salaries and benefits for office personnel who may not work on the site, such as bookkeepers and administrative employees,
- The business' physical office rent, utilities, supplies, phone and internet lines, business insurance, licenses, etc.,
- Miscellaneous ongoing expenses such as marketing, advertising, travel costs, legal fees, etc.

Direct overhead costs are typically those ongoing costs for a particular job, such as:

- Short-term office structures such as trailers, architect's stations, and leased office space,
- Project specific salaries for foremen, schedulers, engineers, job superintendents, etc.,
- Job specific equipment rentals (jackhammers, cranes, bulldozers, backhoes, etc.),
- Short-term water and sanitation facilities.

Contractors' profit allows a general contractor to earn their living.

When the policyholder performs the duties of a general contractor on some trades or repairs, the policyholder is entitled to a fair overhead allowance (not profit) for the time spent hiring, scheduling, and overseeing repair performance. This allowance is limited to 5 percent. The adjuster must fully justify a higher percentage.

NFIP typically omits general contractor OHP on adjuster-estimated allowances for:

- Cleanup
- Treatment against mold & mildew
- Building dry-out
- HVAC
- Kitchen appliances
- Carpet and padding
- Contractor receipts or quotes

These "Non- OHP trades" are mostly performed by an outside service hired by the policyholder.

If the general contractor estimates or repairs include "Non-OHP trades", the adjuster should ensure justification, note the file, and apply OHP accordingly.

## **28 Payment and Paying Undisputed Loss**

The loss will be payable 60 days after the insurer receives the policyholder's proof of loss or within 90 days after the insurance adjuster files the adjuster's report signed and sworn to by the policyholder and the insurer reaches an agreement with the policyholder; there is an entry of a final judgment; or there is a filing of an appraisal award.





Important: If the insurer receives proof of loss that is not supported or agreed to, the insurer should pay the undisputed claim and issue a partial Proof of Loss rejection letter.

Remember, the lienholder is not required on payments under Coverage B – Personal Property unless there is a loan specific to the coverage. SBA loans can apply to personal property, Coverage C – Other Coverages, or Coverage D – Increased Cost of Compliance.

## 29 Perimeter Wall Sheathing

This topic addresses perimeter wall sheathing when flooded.

### 29.1 General Guidance on Perimeter Wall Sheathing

The SFIP provides coverage for perimeter wall sheathing that experiences a direct physical loss by or from flood. As with any loss claimed under the policy, a policyholder must prove the loss, and an NFIP insurer must, where appropriate:

- Invoke any options afforded to the insurer necessary to investigate a claim. See SFIP, Section VII.K.
- Assert any applicable exclusion or limitation of coverage. See SFIP Section IV and V.
- Retain a licensed engineer or other qualified professional to assist the insurer with the appropriate application of this addendum, as may be necessary.

Additionally, when a policyholder claims flood damage to perimeter wall sheathing, an NFIP insurer must verify:

- (1) The presence and classification of sheathing in an insured building at the time of a flood;
- (2) That flood water came into contact and damaged such sheathing; and,
- (3) That no coverage exclusions or limitations, such as pre-existing damage or design defects, apply.

### 29.2 Determining Coverage of Damage to Perimeter Wall Sheathing

FEMA published [Technical Bulletin 2- Flood Damage-Resistant Materials Requirements for Buildings Located in Special Flood Hazard Areas in Accordance with the National Flood Insurance Program](#) (TB2), to provide communities enforcing their local floodplain management requirements with guidance on which building materials FEMA considers flood damage-resistant. Using TB2, FEMA has developed the following guidance on the adjustment of claims for perimeter wall sheathing.

#### A. Class 1 or 2 Sheathing

When Class 1 or 2 sheathing material is damaged directly by contact with floodwaters, the material is not salvageable. It is not necessary for a qualified professional, such as an engineer, to document the flooded sheathing material's condition. However, such professional services may be appropriate to investigate possible exclusions or to recommend methods of repair.

#### B. Class 3 Sheathing

When Class 3 sheathing material is damaged directly by contact with floodwaters, it may not be salvageable. If questions arise over whether Class 3 sheathing material is salvageable, insurers may involve a qualified professional. Such professional services may also be appropriate to investigate possible exclusions or to recommend methods of repair.

## C. Class 4 or 5 Sheathing

When Class 4 or 5 sheathing material is in direct contact with floodwaters, it is expected to be salvageable. If questions arise over whether Class 4 or 5 sheathing material is salvageable, insurers should involve a qualified professional. Such professional services may also be appropriate to investigate possible exclusions or to recommend methods of repair.

### 29.3 Determining Methods of Repair or Replacement of Damaged Sheathing

Once an NFIP insurer has determined that perimeter wall sheathing in an insured building experienced direct physical damage by or from flood and that no coverage limitations or exclusions apply, an NFIP insurer should handle the claim appropriately. The claim handling process should determine the type of sheathing material installed, the extent of damages incurred, and the appropriate scope to repair.

When perimeter wall sheathing experiences flood damage, an appropriate and reasonable repair can generally be made without demolishing the exterior surface of the building, unless it is economically or physically impractical to do so. The adjuster must document the complete scope to repair the flood-damaged sheathing from the interior side. Insurers must adjust each loss on its own merits and base the appropriate repair method on the extent of damage and the construction type at the time of loss.

If the policyholder discovers additional damage after they complete repairs or improvements, the adjuster must base the additional estimate on the condition of the building immediately following the flood and prior to completion of the repairs or improvements. The adjuster should not make additional allowances to re-do elements of repair, e.g., if payment was made to repair and replace drywall, additional costs associated with replacing sheathing shall not include repair and replace drywall.

The adjuster may need to consult with a local building official, qualified professional, or the policyholder's contractor to determine the most reasonable and cost-effective method of repair. Multiple methods of repair may exist, including alternative interior approaches or an exterior approach, so the adjuster should obtain at least one estimate for each approach to document and support claim payment.

Insurers may engage a qualified professional to address disagreements concerning the damage or method of repair.

### 29.4 Adjuster Considerations

In addition to the guidance provided above, NFIP insurers and adjusters should consider the following when investigating and adjusting claims for perimeter wall sheathing:

- The SFIP pays for the direct physical damage by or from flood. It does not cover the cost to match undamaged building components.
- The SFIP does not cover damage to sheathing or exterior siding, including masonry veneer, when installed in a wall that is below the lowest elevated floor of a post-FIRM elevated building located in a special flood hazard area or basement.
- Adjusters must take detailed photographs and document thorough observations to support their recommendations.
- Adjusters must identify and document any pre-existing damage to the perimeter wall sheathing from insect damage, rot, improper installation or construction defect, prior unrepaired flood damages, other evidence of deterioration from continuous exposure to moisture, or other non-covered causes.

## 30 Photographs

The adjuster should take as many photographs as necessary to portray the damage; to include photographs of non-damaged property and damage from other causes. Photographs should document the flood damage and the condition and quality of building finishes and contents. The adjuster must label the photographs, provide the date, the room, and a description of what the photograph represents to include:

- (1) All sides, elevations, and foundation components of the building, to include any vents if applicable;
- (2) Interior and exterior water lines on the building;
- (3) All damaged rooms including any special architectural features;
- (4) Discrepancies pertaining to basements, elevated buildings, garages, additions and extensions or other buildings requiring review for coverage determination.
- (5) Exterior and interior of cabinets;
- (6) Appliances and building equipment including make, model, serial number identification;
- (7) All undamaged rooms;
- (8) Representation of the damage to personal property; and
- (9) Photographs of the curbside debris.
- (10) Clearly photograph any discrepancies pertaining to basements, elevated buildings, garages, additions and extensions or other buildings requiring review for coverage determination.

## 31 Porches

The SFIP covers porches and excludes other surfaces including walks, walkways, decks, patios, and other surfaces, all whether covered by a roof or not, located outside the perimeter, exterior walls of the insured building.

Porch design and construction has varied over time. It may be original to the building or an addition attached at a later date. A porch can be fully or partially enclosed, screened or open; it can be built on the ground or elevated.

A porch is covered if it shares a continuous roofline and continuous foundation type with the main dwelling.

If the porch is an addition or extension attached to and in contact with the dwelling by one of the five means of connection as fully described at Section III. Property Covered A.2, it can be covered.

The adjuster should use good judgment in determining the construct of the "porch". Good judgment includes decision and documentation or support.

## 32 Prior Loss Request

The SFIP does not cover damage to insured property that occurred prior to the covered loss, including unrepaired damage from a prior flood. In general, NFIP insurers must verify that damages from any prior loss have been repaired before the subject loss occurred and must exclude from the adjustment any unrepaired prior damages. This normally requires the NFIP insurer to obtain and review prior flood claim files prior to adjusting the loss.

An NFIP insurer may adjust a claim without obtaining a prior flood claim file if there is evidence of

completed repairs following a prior flood loss. Examples of evidence include, but are not limited to, an inspection of the property that clearly shows repairs to or replacement of prior damage and a review of available documentation, such as paid contractor invoices and receipts.

FEMA relies on the flood adjuster and insurer personnel to evaluate and document in the claim file the evidence demonstrating prior repairs. If the adjuster cannot substantiate repairs based on his preliminary assessment, the adjuster should recommend obtaining and review of the prior loss file to the insurer. The adjuster should provide the insurer with adequate documentation and photographs of any unrepaired prior damage.



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Examiners should identify prior losses as quickly as possible following a new report of a claim and provide the estimate and photographs to the adjuster to assist with confirming prior damage and repairs.

If the current insurer needs prior loss information on a claim handled by a previous insurer, the current insurer can make a request by email to the NFIP BSA at [NFIPClaimsMailbox@fema.dhs.gov](mailto:NFIPClaimsMailbox@fema.dhs.gov). The email subject line should include the current policy number and the type of submission (ex.1234567890 – Request for Prior Loss Information). The body of the email should contain the current policy number, policyholder name, property address, and date of loss. It should also contain any information you have regarding the prior loss and your reason for the request.

Requestor should expect to receive initial reply containing basic information, building amount paid and contents amount paid for each prior loss requested, within 48 hours of the request.

If a copy of the file is needed, the NFIP BSA will request the claim file from the previous insurer and relevant information will be forwarded to the requestor upon receipt; typically within 72 hours.

## 33 Prompt Communications

NFIP flood adjusters must make contact with the policyholder within 24-48 hours of the claim assignment, or as soon as reasonably possible depending size and scope of the storm. This initial contact will preferably be by telephone; however, if contact by telephone is not possible, the adjuster will send the policyholder or designated agent an electronic message, postcard, or letter acknowledging the assignment and providing the adjuster's telephone number and any other means of contact.

FEMA expects the adjuster to return telephone or electronic messages within 24 hours after receipt of a message from a policyholder, agent, or company staff person. When unable to contact the policyholder, the adjuster should contact the carrier to seek guidance on how to proceed with the loss and document their efforts to make contact in the activity log.

FEMA expects adjusters to provide each policyholder timely status and to set appropriate expectations, or advise when issues arise.



### Claims Examiners

FEMA expects the examiner to:

- Return telephone or electronic messages within 24-48 hours after receipt of a message from a policyholder, agent, or adjuster;
- Reply to written communications within ten business days of receipt;
- If all or part of the claim is to be denied, send partial or full denial letters within ten business days of claims closure; and

- Accept or reject the Proof of Loss (POL) in whole or in part within seven to ten business days of receipt. Timely acceptance or rejection of the POL gives the policyholder time to file a request for additional payment if accepted, or an amended POL within the required time frame if rejected.

Important: Retain electronic communications in the claim file.

FEMA may extend these time frames due to catastrophic events; the extension does not relieve the examiner of the responsibility of properly documenting the file.

## 34 Proof of Loss/Increased Cost of Compliance Waiver Request Process

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When the examiner receives the Final Report or POL after 60 days from the date of loss, or the ending date of a FEMA issued POL extension, the examiner must submit a POL Waiver request through the Underwriting and Claims Operation Review Tool (UCORT) and receive approval on the waiver before issuing payment. The carrier does not have authority to extend the timeframe for filing a POL per SFIP Section VII.D.

### 34.1 Navigating to the POL/ICC Waiver in UCORT and Requesting Access

Access the UCORT site: <https://www.nfip.fema.gov/Login.aspx>

Click on the “Request Access” hyperlink

Complete the Access request form

### 34.2 Creating a New Waiver Request

Log into UCORT, and select POL Waiver by hovering the mouse over the Claims tab at the top of the page to reveal a drop-down menu.

To create a new POL/ICC Waiver Request, click the “Create New Request” button at the upper left-hand corner of the Proof of Loss Waiver homepage.

Quick Tip: Click the “POL ID” hyperlink to access existing POL/ICC Waiver Request Forms.

### 34.3 Submitting a Standard POL Waiver Form

After clicking the “Create New Request” button, a pop-up box will prompt you to select a form type. Please review the section above entitled Creating a New Waiver Request for additional details.

Select the Standard Waiver form type and click “OK” to access the Standard POL Waiver Form.

Tab down to complete each section of the waiver form.

Click the “Add Comment” button to include comments for FEMA to review.

Click the “Save” button to save the In Draft waiver form.

After completing the form, check the “Disclaimer” checkbox at the bottom of the form to acknowledge acceptance.

After affirming the disclaimer, click the “Submit Waiver” button to generate the pop-up confirmation window.

Within the pop-up confirmation window, click the “OK” button to submit the waiver to FEMA as a New Request.

FEMA will review and approve or return the waiver request.

Quick Tip: Clicking the “Save and Exit” button will save the In Draft form and direct you back to the Proof of Loss Waiver homepage. The “Back” button will exit the page without saving the form.

### 34.4 Submitting an ICC POL Waiver Form

After clicking the “Create New Request” button, a pop-up box will prompt you to select a form type. Please

## Claims Examiners

review the section above entitled Creating a New Waiver Request for additional details.

Select the ICC Waiver form type and click “OK” to access the ICC Waiver Form.

Tab down to complete each section of the waiver form.

Click the “Add Comment” button to include comments for FEMA to review.

Click the “Save” button to save the In Draft waiver form.

After completing the form, check both of the “Disclaimer” checkboxes at the bottom of the form to acknowledge acceptance.

After affirming the disclaimers, click the “Submit Waiver” button to generate the pop-up confirmation window.

Within the pop-up confirmation window, click the “OK” button to submit the waiver to FEMA as a New Request.

FEMA will review and approve or return the waiver request.

Quick Tip: Clicking the “Save and Exit” button will save the In Draft form and direct you back to the Proof of Loss Waiver homepage. The “Back” button will exit the page without saving the form.

### 34.5 Accessing an Additional Payment POL Waiver Form

After clicking the “Create New Request” button, a pop-up box will prompt you to select a form type. Please review the previous section, Creating a New Waiver Request for additional details.

Select the Standard Waiver – Additional Payment or ICC Waiver – Additional Payment form type.

Use the Policy Number data field to search for the original Standard or ICC POL Waiver. Please note that all Additional Payment Waiver Forms must be associated with an existing approved POL Waiver Request.

Select the associated waiver and click “OK” to open a read only version of the original Standard or ICC Waiver.

Locate section F. Additional Payment at the bottom of the waiver form.

Click on the “Add a new additional payment” button to access the Additional Payment Waiver Form.

Quick Tip: You may also access the additional payment waiver by clicking the “POL ID” hyperlink of an existing approved waiver from the Proof of Loss Waiver homepage.

### 34.6 Submitting an Additional Payment POL Waiver Form

The “Add new additional payment” button will generate a pop-up box with the Additional Payment Waiver Form. Please review the previous section, Accessing an Additional Payment Waiver Form for additional details.

Complete the waiver form. Please note that all fields must be completed prior to submission.

Once the form is complete, check the “Disclaimer” checkbox at the bottom of the form to acknowledge acceptance.

After affirming the disclaimer, click the “Submit Waiver” button to generate the pop-up confirmation window.

Within the pop-up confirmation window, click the “OK” button to submit the waiver to FEMA as a New Request.

FEMA will review and approve or return the waiver request.

Quick Tip: Clicking the “Save as Draft” button will save the In Draft form and direct you back to the Proof of Loss Waiver homepage. The “Back” button will exit the page without saving the form.

### 34.7 Reviewing the Status of a Waiver Request

#### Organizing the POL Waiver Homepage by Adjudication Status

Locate the Proof of Loss Waiver Status drop-down at the top of the Proof of Loss Waiver homepage to filter waiver requests by adjudication status. Please note, the waiver status will always default to All.

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POL/ICC Waiver Requests can be sorted into the following categories:

All: Includes all waiver statuses.

New Requests: Includes initial waiver requests that have been submitted to FEMA, but have not been adjudicated.

In Draft: Includes saved, in-progress waiver requests that have not yet been submitted to FEMA.

Action Needed: Includes waiver requests that have been returned to the requester for editing, or that have been resubmitted to FEMA for adjudication.

Approved Requests: Includes waiver requests that have been accepted and approved by FEMA.

Closed Requests: Includes waiver requests that FEMA has returned to the requester, but were not resubmitted within 10 calendar days. Please note that you can restore Closed Request waivers by clicking the "Restore" button located at the bottom of the closed waiver. The restored waiver will move to the Action Needed queue, with the insurer as the owner.

Quick Tip: Waivers may be withdrawn until they have been approved by FEMA, including New Request, In Draft, Action Needed, and Closed Request waivers. To withdraw a waiver, click the "Withdraw Waiver" button located at the bottom of the waiver forms or within the Additional Payment pop-up box.

### Locating specific POL/ICC Waiver Requests to Review the Adjudication Status

The Proof of Loss Waiver homepage can be sorted and filtered to locate specific waiver requests using policy information.

Locate the filter text boxes at the top of each column, and enter the specified policy information (i.e., POL ID or Policy Number) to locate a specific waiver request.

Click the column headers (i.e., Policyholder Name) to sort POL/ICC Waiver Requests by ascending and descending order.

After you locate a specific waiver, click the "POL ID" hyperlink to access and review the waiver request.

Quick Tip: You may check the status of an Additional Payment Waiver Request by clicking on the "POL ID" of the original or additional Payment request on the Proof of Loss Waiver homepage.

## 34.8 Reviewing Returned Waiver Requests for Edits

Upon reviewing a POL/ICC Waiver Request, FEMA can approve or return the waiver. If the waiver is returned for edits, the requester may edit the waiver to address FEMA's comments.

Locate the Proof of Loss Waiver Status drop-down on the Proof of Loss Waiver homepage, and select Action Needed.

The Owner column denotes which party must take action in regards to a waiver request. If FEMA is listed as the owner, FEMA must review and adjudicate the resubmitted waiver. If Co/Vend is the owner, the insurer must review FEMA's comments, update the form as necessary, and resubmit the waiver request to FEMA.

To access and resubmit forms that require action, click on the "POL ID" hyperlink of the forms that lists Co/Vend as the owner.

Update the waiver form as requested by FEMA, and add comments as necessary by clicking on the "Add Comment" button.

## 34.9 Editing and Resubmitting Returned Waiver Requests

Upon reviewing FEMA's comments on a returned POL/ICC Waiver Request, update the waiver form as necessary, and resubmit the waiver request to FEMA.

Update the data fields required by FEMA. If supporting documentation is requested, locate Section F. Document Upload, and click the "Attach File" button to locate supporting documentation files on your computer.

Once the appropriate file has been added, click the "Save" button to save the documentation to the waiver



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request.

3. Once the updates are complete, check the “Disclaimer” checkbox at the bottom of the form to acknowledge acceptance.
4. After affirming the disclaimer, click the “Submit Waiver” button to generate the pop-up confirmation window.
5. Within the pop-up confirmation window, click the “OK” button to resubmit the waiver to FEMA as an Action Needed request.
6. FEMA will review and approve or return the waiver request.

### 34.10 Exporting Waiver Request Data and Forms to Printable Format

The Proof of Loss Waiver homepage and the POL/ICC Waiver Request Forms can be exported to Microsoft (MS) Excel, Comma Separated Values (CSV), and Adobe Portable Document Format (PDF) documents.

1. Navigate to the Proof of Loss Waiver homepage and locate the “Excel” and “CSV” icons in the top right-hand corner of the page. Click on either icon to generate a printable version of the Proof of Loss Waiver homepage.
2. To print a specific waiver request form, locate the specified waiver using the Proof of Loss Waiver Status drop-down, the filter text boxes, and/or the column sort function. Please see Reviewing the Status of a Waiver Request, above, for additional information.
3. After identifying the specific waiver request, click on the “POL ID” to open the waiver form.
4. Within the form, locate the “PDF” icon at the top right-hand corner of the page. Click on the icon to generate a printable version of the waiver request form.

For additional technical support, you may contact [FEMA-UCORT@fema.dhs.gov](mailto:FEMA-UCORT@fema.dhs.gov).

## 35 Property Address Waiver



### Claims Examiners

You may not endorse an SFIP to change the insured property location. This includes relocation from one unit to another unit within the same building, and relocation of a mobile home or travel trailer to a new location. You may not submit an endorsement when it will result in a change to the actual building to be insured regardless of whether a loss has or has not occurred. You must submit a new Application and a new premium. Any applicable waiting period for the SFIP to become effective will apply.

An endorsement may be submitted to correct an erroneous property address (e.g., one made through typographical error or an Emergency 911 property address change) when it does not result in a change of the building to be insured. You may make a correction in the case where there are no paid or pending claims, without a waiver from the Federal Insurance Administrator of the requirement to submit accurate information in Section I of the SFIP. You may correct the address in the following situations:

- The property address submitted on the Application was typed incorrectly, and the building description, coverage, and rating elements belong to the building at the address indicated on the correction endorsement; or
- The address used to describe the insured building indicated on the Application has changed with the United States Post Office; or
- A postal address is being supplied for a descriptive or legal address originally provided on the Application.

In a situation where there is a pending claim, and the agent indicates that the address on the policy is not the correct address for the building intended to be insured, you may seek a waiver from the Federal Insurance Administrator of the requirement to submit accurate information in Section I of the SFIP in the following



instances:

The property address submitted on the Application was typed incorrectly, and the building description, coverage, and rating elements belong to the building at the address indicated on the correction endorsement, and the policyholder has no insurable interest in the building at the address incorrectly indicated on the application; or

The address used to describe the insured building indicated on the Application has changed with the United States Postal Service. The agent must demonstrate that the building description, coverage, and rating elements belong to the building at the address indicated on the correction endorsement; or

A postal address is being supplied for a descriptive or legal address originally provided on the Application. The agent must demonstrate that the building description, coverage, and rating elements belong to the building at the address indicated on the waiver request.

You may not pay a pending claim on a policy requiring an address change without FEMA approval.

When the request is not due to a typographical error or an Emergency 911 property address change the waiver request must come from the insurer and be sent by email to the NFIP BSA at [NFIPUnderwritingMailbox@fema.dhs.gov](mailto:NFIPUnderwritingMailbox@fema.dhs.gov). The email subject line should include the policy number and the type of submission (ex. 1234567890 – Property Address Waiver).

For a Property Address Waiver the following documentation is required:

The complete underwriting file; documentation that was used to issue the policy, e.g. Flood Application, elevation certificate, photographs, etc.

A signed statement from a community official that the policyholder has no insurable interest in the property with the wrong address or that the property address does not exist.

A signed statement from the agent as to why the wrong property address was written on the Application. This may indicate that property address submitted on the Application was typed incorrectly, and the building description, coverage, and rating elements belong to the building at the address indicated on the correction endorsement.

A copy of current claim file and any previous claim files, if applicable.

For corrections on multiple buildings, submit the following supporting documentation:

- A sketch identifying each building.
- A schedule listing the correct building addresses.
- Photographs of each building showing the property address.

A Property Address Waiver is not required in the following instances:

There is no open claim.

There is letter from the community indicating a change in the property address.

The address change is due to an Emergency 911 property address change.

## 36 Property Related to Controlled Substances

This governs the NFIP building and contents coverage for facilities that manufacture scheduled items under 21 U.S.C. § Controlled Substances Act of 1970 (CSA).

Some states have enacted laws that have legalized the growing and sale of marijuana to the public. Marijuana is a Schedule 1 illegal substance pursuant to the CSA. It is also illegal to knowingly operate a facility that manufactures such illegal substances per 21 U.S.C. § 856.

Federal law prohibits providing federal benefits (including contracts) to individuals or entities convicted of possession or trafficking of such illegal substances at 21 U.S.C. § 862(d). The Federal Government cannot directly or indirectly support such illegal activities. Arguments that this may be legal under state law have no merit, because only Federal law governs the operations of the NFIP, and the application of state law is

inapplicable to determine coverage or the ability to insure items under the SFIP. The building and the personal property or contents therein are ineligible for coverage. The SFIP Section VII. General Conditions, paragraph B, Concealment or Fraud and Policy Voidance, subparagraph 4.b., may be applicable.

Additionally, under the terms of the SFIP, plants are excluded from coverage under the policy. See Section IV. Property Not Covered, paragraph 6. Containers and related equipment are excluded from coverage under the SFIP Section IV, paragraph 10.

Further, presumably the premiums for the SFIP would be paid for with proceeds from the business entity engaged in the unlawful act of growing marijuana. Accepting such dollars derived from marijuana sales, and the issuance of insurance to help such illegal activities resume may constitute a financial transaction with the intent to promote unlawful activities and be a violation of money laundering statutes (18 U.S.C. § 1956 and 1957) which the U.S. Department of Homeland Security has some role in enforcing. This would be problematic not only for FEMA and DHS, but much more problematic for the private insurance companies and their employees participating in the NFIP if they were to accept commissions, etc., based upon sales of a prohibited substance

## **37 Release of Claim File Information to Policyholders**

### **37.1 Integrity of Claim Files**

NFIP insurers must ensure that claim files contain all documentation in their possession directly related to the adjustment, investigation, and payment of an individual claim.<sup>17</sup> Such documentation includes, but is not limited to:

- (1) Declaration page and/or verifications of coverage applicable on the date of loss.
- (2) Copies of claim payment checks
- (3) Correspondence to or from the insurer and policyholder regarding the claim at issue or underwriting issues relevant to the claim at issue
- (4) Communications between insurer, claims examiner, adjuster, and other insurer employees and contractors
- (5) Adjuster reports and supporting materials, including preliminary reports, final reports, estimates, log notes, and photographs
- (6) Materials submitted by the policyholder, including estimates or supporting documents provided by the policyholder or policyholder representative
- (7) Proofs of loss and other requests for additional payment
- (8) Claim decision letters
- (9) Denial letter(s)
- (10) Expert reports (e.g., engineering assessments)

Insurers should include electronic mail or other electronic communications in the file (either as print copies, or in pdf or similar format).

NFIP insurers may only rely on documentation contained within a claim file when making a claim determination. NFIP insurers are not required to obtain drafts of the documents described above, but must maintain and disclose them if acquired in the course of adjusting, investigating, or paying a claim.

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<sup>17</sup> See 44 CFR 62.23(i)(10)

NFIP insurers must ensure that individual claim files do not contain materials unrelated to individual claim. For instance, if an insurer receives communications pertaining to multiple policyholders, the insurer must remove the personally identifiable information of other policyholders who are not part of the claim file in question prior to including the communication in the claim file.

NFIP insurers may redact any privileged communications from a claim file prior to disclosure. Privileged communications are limited to privileges that the insurer anticipates will be asserted to preclude disclosure in court, such as the attorney-client privilege.

## 37.2 Disclosure of Claim Files

Policyholders may obtain a copy of their claim file by submitting a signed request to their NFIP insurer. At minimum, such request must include the policyholder's full name, current address, and date and place of birth. The policyholder's signature must either be notarized or submitted with the following statement prescribed by 28 U.S.C. 1746:

*I declare (or certify, verify, or state) under penalty of perjury that the foregoing is true and correct. Executed on (date).*

*(Signature)*

In addition, if a representative of a policyholder, such as an attorney or public adjuster, requests a copy of a claim file on behalf of their client, the representative also must provide a letter of representation that meets the requirements below.

## 37.3 Letters of Representation

NFIP insurers may not disclose a policyholder's information to a policyholder's representative or allow a representative to act on behalf of a policyholder without obtaining a letter of representation signed by all policyholders named on the policy. At minimum, a letter of representation must include the following:

- (1) Policyholder's full name.
- (2) Policyholder's current address.
- (3) Policyholder's date and place of birth.
- (4) Name of third-party representative.
- (5) Statement from policyholder authorizing authorized representative to act on their behalf and for the insurer to release records to the representative.

The policyholder's signature must either be notarized or submitted with the following statement prescribed by 28 U.S.C. 1746:

*I declare (or certify, verify, or state) under penalty of perjury that the foregoing is true and correct. Executed on (date).*

*(Signature)*

## 38 Remediation, Drying, and Emergency Service Contractors

Most flood losses with interior inundation require drying. When a loss is covered by the SFIP, there are three ways an adjuster can include the cost to structurally dry salvageable building materials on a claim:

1. By square foot method similar to flood cleanup, when professional services or rental equipment are not involved; this allowance represents the estimated cost and time to structurally dry the building based on the owner's time and equipment, including the building's HVAC system. An

increased allowance for treating against mold and mildew may be required on longer drying efforts.

2. When professional drying or rental equipment is involved, but there is no properly completed “drying log”, the number of dehumidifiers and air movers, and the number of days of drying is based on the following factors:
  - a. The length of time floodwater remained inside the building.
  - b. The reasonable period unsalvageable materials remained installed; and,
  - c. The length of time after the removal of unsalvageable building items, building cleanup and sanitizing was performed, to the start of mechanical drying.

The scope and costs must be reasonable and in line with water mitigation costs.

3. When professional drying services are performed and a properly completed drying log is provided along with the itemized invoice, the claim payment should consider the number and type of equipment for the duration of time validated by the drying log. The scope and costs must be reasonable and in line with water mitigation costs.

A drying log is a record of daily temperature and relative humidity readings of both indoor and outdoor air, plus moisture readings and the recorded location of affected and unaffected building materials, as well as the drying goal and dry standard for the affected materials. The properly completed drying log, an industry standard, should also include a moisture map, the daily operating status of the building’s HVAC system and all the instruments and equipment used by the technician.

For more information, the claims professional may refer to Structural Drying bulletin, [Appendix F](#), in this manual or the [Institute of Inspection Cleaning and Restoration Certification \(IICRC\)](#). The IICRC is a certification and Standards Developing Organization (SDO), a non-profit organization for the inspection, cleaning and restoration industries. In partnership with regional and international trade associates, the IICRC serves more than 25 countries with offices in the United States, Canada, United Kingdom, Australia, New Zealand, and Japan. The industry standard, *Standard and Reference Guide for Professional Water Damage Restoration*, is certified by the American National Standards Institute (ANSI). The document is officially known as ANSI-IICRC S-500 (2015).

## 39 Reporting

### 39.1 Timely Reporting

An adjuster should submit the NFIP Preliminary Report within 15 days after receipt of the loss assignment. The NFIP Final Report is due 30 days later. An adjuster should conclude the claim within 45 days after the Preliminary Report. When the claim cannot be concluded within 45 days, an adjuster should file an interim report every 30 days until the claim is concluded or as directed by the claims examiner.



#### Claims Examiners

The examiner should confirm the following and maintain a proper diary to insure compliance:

- NFIP Preliminary Report received within 15 days after receipt of the loss assignment.
- Signed NFIP Final Report received by 30 days after receipt of Preliminary Report or an interim report received every 30 days until the adjuster completes the adjustment.
- Signed Proof of Loss received from the policyholder within 60 days of date of loss, or by the deadline of a FEMA issued Proof of Loss extension.

Important: The examiner must receive a signed Final Report or signed Proof of Loss by the 60<sup>th</sup> day or ending date of a FEMA issued Proof of Loss extension. If the examiner receives the signed document after the deadline, the examiner must submit a Proof of Loss Waiver request to FEMA through UCORT and receive approval on the waiver request before issuing payment.

## 39.2 Preliminary Report

The adjuster's first report is the Preliminary Report Form. It is important to submit the Preliminary Report as soon as possible, preferably the same day as the inspection but no later than 15 days after the assignment, along with perimeter photographs of the risk and photographs of the damage. The adjuster must complete all sections in the Preliminary Report as accurately and detailed as possible. When a unique circumstance develops with the assignment that delays the initial inspection, the adjuster should immediately submit a narrative documenting the insurer's claim file of the reason for the unavoidable delay. The report detailing the delay is to be submitted no later than the 15<sup>th</sup> day after the assignment. The form must be signed by the adjuster and include the active FCN.

All of the data recorded on the Preliminary Report Form is important. The entire form should be completed and special attention given to:

### A. Reserve Amounts

The approximate value of the covered payable loss is important for financial reasons.

### B. Building Foundation Components

- (1) A building that has walls installed over top of a concrete slab is non-elevated, and has either slab-on-grade, raised slab-on-grade, or raised slab-on-stem wall foundation.
- (2) A building that has a floor installed above the ground level, supported by foundation walls, shear walls, posts, piers, pilings or columns, is an elevated building.
  - If a concrete slab is installed within the foundation's perimeter, the slab is not considered structural to the foundation, unless it is six inches thick and reinforced with "re-bar" which is driven into the building's foundation.
  - If an elevated floor is constructed over a crawlspace and the crawlspace is below the ground level on all sides, the building is not considered elevated and the building's lowest floor is the below ground level crawlspace floor, meeting the SFIP definition of a basement.

### C. Measuring Waterlines

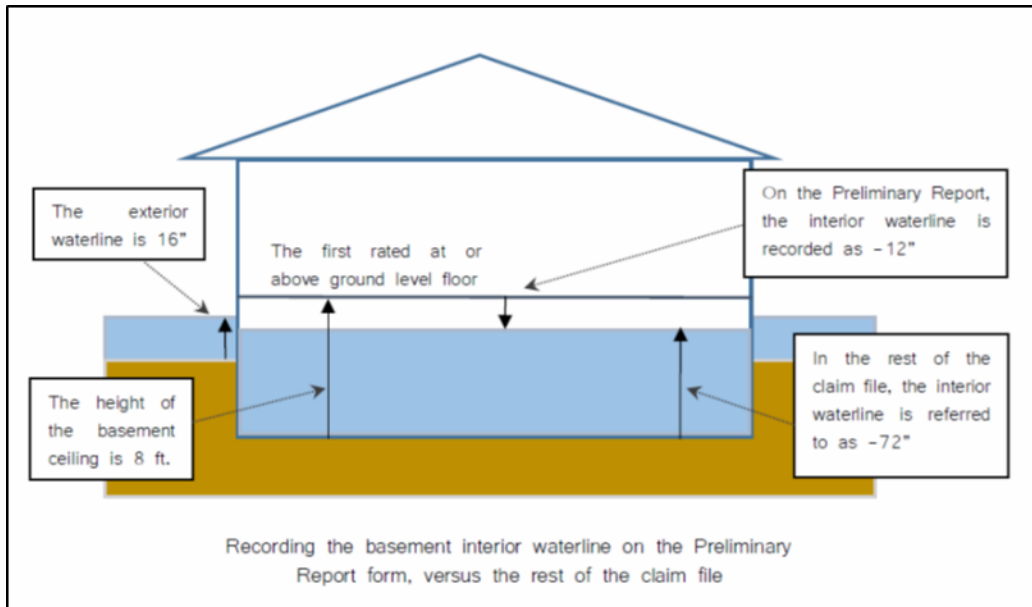
The adjuster must record the highest waterline on the exterior and interior of the building, and the recorded interior waterline should not be higher than the exterior waterline. The adjuster should look for an exterior debris line on all buildings and provide measurements. It is advisable to have a photograph of the tape measure against the exterior and interior wall clearly showing the waterline measurement. Plantings and shrubbery may retain debris so the adjuster should photograph and report that measurement. If the adjuster is not able to identify a debris line, address it in the narrative report.

- (1) **Waterlines:** Must be recorded in inches.
- (2) **Basements:** Measure the interior waterline from the above floor level down and record the value on the Preliminary Report with a negative sign in front of the recorded inches. This is necessary for FEMA actuarial purposes. If the water enters the main living area – the measurement will be from that floor, up, and will show as a positive number. Please also note the height of the basement ceiling.
- (3) **Elevated Buildings:** Measure the interior water height in a crawlspace or enclosure from the

lowest floor as defined in the Flood insurance Manual. In non-V Zones, the reference point of the lowest floor is the top of the floor. In V-Zones, the reference point of the lowest floor is the lowest horizontal structural member. When the water depth is below the lowest floor, the number of inches should be represented by a negative number.

\*To collect accurate data of areas damaged, it is necessary that every adjuster use either negative or positive numbers. A negative number reported indicates that flood water was found only in the basement. In the case of elevated buildings, the negative number indicates that flood water did not enter above the floor used for rating.

**Figure 34: Basement Interior Waterline**



#### D. Adjuster Memo to the Insurer:

When a special issue arises from the loss inspection, the adjuster should include a narrative memo accompanying the Preliminary Report. This may involve a customer service issue with the policyholder or a representative, help support a large advance payment, request an expert, or submit an underwriting referral noting any potential policy rating issues.



#### Claims Examiners

The examiner ensures that the adjuster provides the NFIP Preliminary Report within 15 days after the adjusters' receipt of the assignment, along with perimeter photographs of the risk and photographs of the damage. The form must be signed by the adjuster and include the adjuster's FCN. Review the form for accuracy, underwriting or rating concerns, advance requests, and reserves. Communicate to the adjuster necessary changes, errors, or omissions. The examiner should refer any rating issues to their underwriting department.

The adjuster should recommend reserves on the Preliminary Report based on the initial inspection. It is the adjuster's best approximation of the amount of damage to covered building and personal property at the time and prior to an estimate being prepared.



#### Claims Examiners

Some flood systems set minimal reserves when a flood claim is open. The examiner must update the claim

reserves based on the adjusters' recommendations as outlined in the Preliminary Report. The examiner must revise reserves when they receive new information from the adjuster; and prior to the next payment.

### 39.3 Interim Report

The adjuster's interim report is required every 30 days after the Preliminary Report submission until the Final Report is complete or anytime issues arise that the insurer should be aware. It is important for the adjuster to inform the insurer why a claim remains open more than 45 days after the assignment. The interim report also gives assurance the policyholder and their claim is receiving the proper care and attention. The report can be a brief memo notifying the insurer of the claim handling status, or it can be a copy of correspondence from the adjuster to the policyholder, which requests additional information or which serves as a reminder of previously requested information discussed at the date of the loss inspection.

### 39.4 Narrative Report

The NFIP Narrative Report serves as a summary of coverage, interests, claim activities, adjustment decisions, and settlement recommendations. The adjuster may need to provide multiple Narrative Reports when the circumstances are unusual, suspect, or especially complicated and additional explanation is appropriate. Only facts should be included in reports. The narrative should outline relevant information based on fact that addresses who, what, where, when, and how. The adjuster should keep in mind that conjecture, sarcasm, innuendo, or any other unprofessional language have no place in Narrative Reports. Adjusters should also provide specific details in the Narrative report when the adjuster's judgment is applied to any part of the loss adjustment.



#### Claims Examiners

The examiner should confirm that the Narrative Report properly summarizes the loss including coverage, points of interest, claim activities, adjustment decisions, and settlement recommendations and request an amended report if additional information is required to support the adjustment and payment recommendation.

### 39.5 NFIP Final Report

A policyholder who suffers flood damage to the insured property has only one claim arising from that event, regardless of the number of Proofs of Loss with documentation packages the policyholder may submit in support of that claim. The insurer's assignment of an adjuster to a loss plays a critical part in the claims experience for both the policyholder and the insurer. As the policyholder is tasked with certain responsibilities when a flood loss occurs<sup>18</sup>, the insurer assigns the adjuster to help the policyholder meet these responsibilities and to document the loss. The policyholder, with assistance from the adjuster, develops the agreed-to Proof of Loss during the Flood Claims Process.<sup>19</sup> The NFIP Final Report is required on all losses.

### 39.6 Proof of Loss

A Proof of Loss is a policyholder's signed and sworn statement of loss with documentation to support the dollar amount requested.<sup>20</sup> The Proof of Loss is not the claim and it is not just a form. FEMA encourages the policyholder, adjusters, and insurers to utilize the FEMA-generated proof of loss form when

<sup>18</sup> See SFIP, Section VII. General Conditions, paragraph (J) "Requirements in Case of Loss"

<sup>19</sup> FEMA Fact Sheet, Flood Claims Process, <https://www.fema.gov/media-library/assets/documents/114402>

<sup>20</sup> FEMA.gov, Proof of Loss, <https://www.fema.gov/media-library/assets/documents/9343>

complying with the policy's requirement in case of a loss. However, completion and signing the form alone does not meet all SFIP requirements, the policyholder must provide documentation to support the loss and dollar amount declared on the form.

The policyholder is required to submit a Proof of Loss within 60 days of the date of loss or within any extension granted by the Federal Insurance Administrator. The adjuster may assist the policyholder in completing the Proof of Loss; however, this assistance is only a courtesy. Policyholders must use their own judgment concerning the amount of the loss, and they must justify that amount. A fully completed NFIP Proof of Loss form, signed by the policyholder(s) with the required documentation is required on every claim on which the adjuster recommends payment.

A signed Increased Cost of Compliance (ICC) Proof of Loss is required on valid ICC Claims.

Proof of Loss forms do not require a Notary. Electronic signatures are acceptable (see NFIP Insurers' Acceptance of Electronic Signatures in this manual).

FEMA expects the adjusters to communicate to policyholders that the Proof of Loss is NOT a waiver. Signing the Proof of Loss allows the policyholder to comply with the policy requirement to submit a Proof of Loss but does not prevent the policyholder from submitting an additional Proof of Loss, such as an amended Proof of Loss or RC proof of loss form, for additional payment.



## Claims Examiners

The examiner reviews the Final Report and/or Proof of Loss to confirm accuracy and that the policyholder properly supported their claim for damage on the form.

When the Proof of Loss is not compliant in content or in form, the examiner should reject the Proof of Loss and communicate the decision directly to the policyholder. However, when the examiner can support payment of a portion of the claim, issue a partial rejection of the Proof of Loss to allow payment of the undisputed claim. The examiner should provide written notification of the rejection to the policyholder explaining all issues and request the documentation required to resolve those issues.

## 40 Requests for Additional Payment



### Claims Examiners

#### 40.1 Handling of Requests for Additional Payment Prior to Repairs

A policyholder requesting an additional payment and who has not completed repairs is not required to prove how they spent funds previously paid on the same claim. If a policyholder has not completed the repair or replacement of items damaged by a covered loss, NFIP insurers may not deny requests for additional payment solely because the policyholder did not provide evidence that all amounts previously paid on the claim, plus the value of the deductible(s) and any applicable physical depreciation, were spent to repair or replace covered flood damage. NFIP insurers must evaluate such requests for additional payments using the same methods, procedures, and requirements used to evaluate the initial requests for payment.

While policyholders are responsible for substantiating their claims, NFIP insurers must make best efforts to assist policyholders and work collaboratively to reach agreement on the scope and cost to repair or replace covered damage, regardless of the documentation provided, and when necessary:

- Provide the policyholder with guidance on the documentation necessary to support the policyholder's request for payment.
- Assign an adjuster to review the claim and, when warranted, inspect the property.
- Confirm that the property for which payment is sought is covered by the SFIP. This review likely will assess



whether the scope or price includes material improvements, repair re-design, costs incurred to comply with building codes, undamaged or non-covered property items, damage resulting from causes other than flood, pre-existing damage, duplicate allowances, or costs to repair that are outside of industry standards.

- Use the services of an expert when there are questions concerning whether the damage was caused by flood or the extent of the damage repairs.

## 40.2 Handling of Requests for Additional Payment When Repairs are Complete

Where repairs have been made before a request for additional payment is submitted, NFIP insurers must determine that funds previously provided were spent to make repairs and that the supplemental request does not duplicate the prior payment. Once payment is made to the policyholder, the NFIP has no control over the use of the funds. The policyholder may use the funds to repair the covered loss, repair losses that are not covered by the SFIP, or for any other use. Also, the deductible and any applicable depreciation are the responsibility of the policyholder and cannot be reimbursed as a part of any additional payment(s). Accordingly, if a policyholder does not have the funds to complete repairs, it does not necessarily mean there has been an underpayment.

To be eligible for additional NFIP payment, the policyholder must document that funds previously paid were used to repair or replace covered damage and must show with specificity that additional funds to repair covered damage are required. NFIP insurers should carefully review the evidence of actual loss, together with paid receipts, paid invoices, canceled checks, and other evidence of payment for repairs, to ensure that the insured is not seeking duplicate payments, payment for uncovered losses, or the values of applicable depreciation and the deductible(s) in a request for additional payment.

## 41 Reservation of Rights



### Claims Examiners

The examiner may send a Reservation of Rights letter when the policyholder does not sign the non-waiver agreement, when there is a lack of cooperation on the part of the policyholder, or when it becomes necessary to compel some action on the part of the policyholder seeking compliance with policy conditions. Non-Waiver Agreements and Reservation of Rights letters must clearly state the issue in question. See [Non-Waiver Agreement](#) in this section of the manual.

## 42 Salvage

The adjuster should address the potential for a financial recovery in one of three ways:

1. Readjust the scope of damage from replacement (non-salvageable) to repair (salvageable) and reach an agreement with the policyholder on the cost to repair. This value should include any applicable cost to disassemble, clean, repair, refinish, reassemble, plus any handling by the repair provider.
2. Keep the scope of damage for the item as ruined (non-salvageable), and reach an agreement with the policyholder on the “buy-back” value.
  - a. The adjustment must specify the salvage and the buy-back value either within an appendix to the estimate, or within the estimate itself.
  - b. The adjuster should keep in mind property damages settled under this option (2) (non-salvageable), the item is considered ruined, and no longer insurable or claimable on a future loss; hence the potential that option (1) (salvageable) is more suitable to the policyholder’s interests.

3. When the policyholder is not amendable to either (1) or (2), the adjuster should promptly inform the insurer and may be instructed to contact an outside third party, such as a salvor. While uncommon under a loss on the Dwelling Form, residential salvage interest exists with hardwood furniture and non-saltwater damaged HVAC units and major household appliances.

Financial recovery paid to the program by a third party salvor is contingent upon prompt coordination between the adjuster and the salvor. The insurer should retain a list of reputable salvors involved on past claims and make that list available to its adjusters. When applicable, the adjuster should discuss with the policyholder, the potential visit by a salvor soon after the adjuster's inspection. An inspection by the salvor only involves inventorying damaged items worth purchasing. The salvor may not take possession of any property before the loss is settled, until it is agreed upon by the policyholder and the insurer. The salvor should promptly provide the salvage list and price to the adjuster for direction, and the adjuster should promptly discuss the matter with the policyholder and the examiner. The salvor is entitled to an inspection fee if the salvage offer is turned down by the insurer. See [SALAE section](#) in this manual for instructions to request approval to pay the salvor's fee. Otherwise, the salvors' fee is taken from the sale of the salvage. The salvor should issue payment for the overage to the insurer as a recovery. The insurer may allow the adjuster to make decisions involving salvage on its behalf.

The adjuster's narrative in the Final Report must address the "financial recovery" applicable to the loss. Often times this portion of the narrative is omitted or is incomplete, which may lead to missed opportunities by the program. When financial recovery is not available, the narrative should explain why.

The adjuster's service charge is based on the gross loss at RCV before any salvage. The adjuster or the adjusting firm may not act as salvor on a loss, in whole or in part. This includes taking possession of insured property for the inspection or purchase by a third party.



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The examiner should confirm that the adjuster considered salvage value of all replaced items. The insurer is entitled to a 10 percent salvage allowance only when there is an actual cash collection of salvage from the policyholder. The 10 percent allowance does not apply in any other situation.

The insurer's share of salvage recoveries (10 percent) must be deducted from the net recovery proceeds prior to remitting the remaining proceeds to the restricted bank account. The amounts of salvage recoveries reported to FEMA (via the recovery after final payment transaction) will be for the total recoveries, inclusive of the insurer's entitlement.

## 43 SFHAs and Non-SFHAs

### 43.1 Special Flood Hazard Areas (SFHAs)

High Risk Zones

- (1) AE (replaces A1-A30)
- (2) A, AH, AO, A99, AR
- (3) VE (replaces V1-30),  
V, VO

### 43.2 Non-Special Flood Hazard Areas (non-SFHAs)

Low to Moderate Risk Zones

- (1) B, C, X

(2) D (undetermined)

See the [NFIP Flood Insurance Manual](#) for descriptions of the stated zones.

## 44 Special Allocated Loss Adjustment Expense Processes (SALAE)

### Claims Examiners

#### 44.1 Expert Fees

FEMA expects examiners to employ the services of an expert when needed to determine causation, the scope of covered repairs, subrogation, or method of repair, etc. Fees should be reasonable for the work performed. Following are guidelines to assist the examiner in evaluating engineering fees:

- (1) Engineers should itemize expenses - lump sum costs are not acceptable.
- (2) The number of individuals involved with producing the final work product should be limited to only those who are essential.
- (3) The total billing involved with producing the final report should be reflective and commensurate with the complexity of the assignment.
- (4) The engineer should thoroughly explain the need to retain additional subcontractors or vendors to complete the assigned task and the charges itemized.
- (5) The engineer should fully explain travel expenses and other miscellaneous expenses and why they became necessary.
- (6) The engineer must reflect hourly rates in the billing. Examiners should request a full explanation of rates that exceed the standard for a particular specialty.
- (7) Engineers should round itemized hours to the nearest whole.

All expenses submitted to FEMA require the specific recommendation for payment by the Principal Coordinator or their designee.

#### 44.2 SALAE Type 1 (Expert Services)

A Special Allocated Loss Adjustment Expense (SALAE) Type 1 is an expert expense incurred by the insurer on the use of services provided by a subject matter expert as part of the claim investigation. An expert can be an Engineer, Surveyor, Architect, Salvor, Certified Public Account (CPA), or other similar expert. FEMA reimburses insurers for use of such services.

- (1) Insurers must request FEMA approval for all SALAE Type 1 expenses regardless of dollar amount.
- (2) Insurers may not request changes to final reports, however insurers may request that experts prepare addendums to a final report.
- (3) Insurer must keep the entire expert report in the claim file, and provide a copy of the final expert report to the policyholder.
- (4) Insurers must rely on final expert reports when making claim determinations, and must use reports in context with all other relevant information and data gathered throughout the claim investigation process when rendering a claim determination.
- (5) Insurers must rely upon expert reports prepared in accordance with all applicable laws regarding professional licensure and conduct. In order to get reimbursed, documentation must be included that the engineer is licensed, certified, and active to work in the state of the

## Claims Examiners

property inspected. Insurers and their retained experts may not assert that they are exempt from state licensing laws because they are Federal employees, Federal contractors, or performing work for the Federal government unless expressly authorized in writing by FEMA.

### Navigating to the SALAE Module in Underwriting and Claims Operation Review Tool (UCORT)

1. Accessing UCORT and requesting access to UCORT for a New User:
  - a. Access the UCORT site: <https://www.nfip.fema.gov/Login.aspx>
  - b. Click on the “Request Access” hyperlink
  - c. Complete the Access request form
2. Navigating to the SALAE homepage in UCORT:
  - a. After logging in to UCORT, select “SALAE Home” from the “Claims” drop-down menu. This brings you to the SALAE homepage.
3. SALAE Homepage Features:
  - a. The “create new request” button allows you to start a new SALAE Type 1 reimbursement request.
  - b. The Filter panel allows you to search and filter SALAE requests by: policyholdername, policy number, insurer, engineering entity, owner, and status.
  - c. The “in-progress” tab displays SALAE requests that are in draft, in FEMA’s queue for review, or ones that require additional information from the insurer prior to FEMA making a determination.
  - d. The “complete” tab displays SALAE requests that are approved, rejected, or closed.

### Submitting a New SALAE Request

1. Step 1: Requestor Information Page
  - a. The first step of the SALAE request submission process is to verify (or update if needed) the requestor information that is auto-populated on the Requestor Information Page.
  - b. After the requestor’s information is verified, click “next” to proceed to the SALAE Type Designation Page.
2. Step 2: SALAE Type Designation Page
  - a. Verify that “Type 1 (Expert Expense)” is chosen from the drop-down menu on the “SALAE Type Designation” page.
  - b. After “Type 1 (Expert Expense)” is chosen, click “next” to proceed to the Policy Information Page.
3. Step 3: Policy Information Page
  - a. You are required to enter all of the policy information on the Policy Information Page.
  - b. After inputting information for required fields (denoted with “\*”), you should click “next” to navigate to the Expert Service Information Page.
4. Step 4: Expert Service Information Page
  - a. You are required to select the “type of expert” from the drop-down menu on the Expert Service Information Page.

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- b. Click the “add new entity” button to provide the entity name(s) and address(es) from which expert services were sought. You are required to click “update” to save the entity details to the request. You can add up to three entities per request.
  - c. Enter the request details and provide a justification for the expense.
  - d. For engineering or surveyor services *only*, you are required to respond to additional questions.
  - e. For engineering services *only*, click “add new engineer” to provide the names and license information for all engineers from which engineering services were sought. Click “update” to save the engineer’s information to the request.
  - f. For engineering or surveyor services *only*, you are required to certify the request and electronically sign and date the certification.
  - g. Click “next” to proceed to the Documentation Upload Page.
5. Step 5: Documentation Upload Page
  - a. You are required to upload the applicable invoice and provide the invoice date and invoice number on the Documentation Upload Page. Click “select file” to browse for the appropriate file on your computer and then click “upload invoice” to save the file to the request.
  - b. You are also required to provide the engineering report or expert’s work product. Click “select file” to browse for the appropriate file on your computer and then click “upload report” to save the file to the request.
  - c. If you have additional documentation to upload, you should utilize the optional “Other” section on the Documentation Upload Page. Click “select file” to browse for the appropriate file on your computer and then click “upload other” to save the file to the request.
  - d. Click “next” to proceed to the Final Review Page.
6. Step 6: Final Review Page
  - a. On the Final Review Page, you can review all of the information pertaining to the request that was previously entered.
  - b. If you need to update information prior to submitting to FEMA, you should utilize the “edit” link in the section headers to navigate back to the appropriate page.
  - c. After reviewing and verifying the information on the Final Review Page, you can choose to provide any additional comments or files they wish to attach to the SALAE request and submit to FEMA. You are required to click “add comment/file(s)” to save comments/files to the request.
  - d. Click “submit to FEMA” at the bottom of the Final Review Page to officially submit the request to FEMA for review. You will be redirected back to the SALAE homepage.

Once FEMA provides a determination, insurer users will receive an email notification informing you of FEMA’s review decision (approved, rejected, or additional information requested).

### Providing Additional Information for a Specific SALAE Request

1. To provide additional information on a request returned by FEMA:
  - a. Filter requests by status: “Action Needed” on the SALAE homepage.

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- b. Verify the policyholder's name, date of loss, and policy number to ensure you are entering the appropriate request.
- c. Click "open request" to enter the request and provide additional information.
2. To review what additional information is requested:
  - a. Scroll to the comment section on the Final Review Page and review the comment left by FEMA (comment also available in the email from UCORT).
  - b. Respond to/carry-out the action that is requested by FEMA prior to re-submitting the request.
    - (1) To edit information, go to the appropriate page and update the information and return back to the Final Review Page for review and submission.
    - (2) To provide additional files, utilize the comment section on the Final Review page to upload documents and provide a description of the file. You are required to click "add comment/file(s)" to save the file to the request.
  - c. Click "return to FEMA" to re-submit the SALAE Type 1 request for review. Upon FEMA reviewing the additional information, you will receive an email notification, informing you that your request has been approved, rejected, or if additional information is required.

For additional technical support, you may contact [FEMA-UCORT@fema.dhs.gov](mailto:FEMA-UCORT@fema.dhs.gov).

## 44.3 SALAE Type 2 (Adjustment Expenses)

### Reimbursement of SALAE Type 2

A SALAE Type 2 is an adjustment expense, in excess of the applicable NFIP Adjuster Fee Schedule, incurred to establish coverage on a specific claim or to otherwise facilitate the adjustment.

- (1) Specific FEMA approval is required for adjuster expenses exceeding the existing NFIP Adjuster Fee Schedule of over \$500 in the aggregate.
- (2) For claims closed without payment, adjusters may submit a request to the insurer for mileage when the distance traveled exceeds 100 miles round trip. Use the published IRS standard mileage rate as of the date of inspection. Adjusters must clearly document mileage, and prorate between multiple assignments in the same area.
- (3) When FEMA approval is required, reimbursement of SALAE Type 2 cannot be made to the insurer until FEMA has approved the exact amount of the SALAE.
- (4) The insurer must thoroughly explain in writing the reason it was necessary for the adjuster to incur the excess expense, details of the activity, what effect this activity or work had on the adjustment, any unusual circumstances, and why FEMA should approve the expense(s). All FEMA SALAE approval requests must be accompanied by copies of the report (including any previous reports), all actual bills(s), and any itemized time and expense sheets.

Submit requests for approval of Type 2 SALAE to:

E-mail: [NFIPSALAEMailbox@fema.dhs.gov](mailto:NFIPSALAEMailbox@fema.dhs.gov), or

Mail: NFIP BSA SALAE, PO Box 310, Lanham, MD 20703-0310

There is no specific form to submit however an example form is referenced at [Appendix D](#) in this manual. The insurer may use whatever format it chooses, including an ordinary letter, so long as the following information is provided.

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1. Insurer name [A]
2. Policyholder name [B]
3. Policy number [C]
4. Date of Loss[D]
5. Claim Number [E]
6. Building and Contents policy limits [G]
7. Policy deductible for Building and Contents [H]
8. Total amount paid on Building and Contents [I]
9. Indicate Expense Type 2 [J]
10. Indicate the request is for interim approval of SALAE incurred expenses to date [K]
11. Indicate the request is for final billing approval of the exact amount of total SALAE after the loss has been settled [L]
12. Indicate Total amount of this expense type to date [M]
13. Deduct the applicable Type 2 scheduled fee [N]
14. Deduct total expense amounts previously approved [O]
15. Indicate the approval amount of this request [P]
16. Explanation of expense (attach pertinent documentation and additional comments as needed) [Q]
17. Date of request [R]
18. Name and Title of requestor [S]
19. Requestors email address [T]

## 44.4 SALAE Type 3 (Litigation Expenses)

### Reimbursement of SALAE Type 3

#### Approval for All Expenses

Type 3 SALAEs are reimbursed solely for litigation expenses. The regulations and the Arrangement do not authorize the reimbursement of other legal expenses, including pre-litigation matters or other legal advice. 44 C.F.R. § 62.23 and App. A. Only actual litigation expenses related to a filed lawsuit are reimbursable. Prior to the filing of a lawsuit, the matter is considered claims handling and ineligible for Type 3 SALAE reimbursement. This provision does not revise any of the expenses typically reimbursed throughout the claims handling process.

FEMA requires WYO Companies to seek FEMA approval for all litigation expenses incurred to defend a lawsuit within the scope of the Arrangement brought against an insurer for claims under a WYO Company-issued policy.

#### Customary Standards

FEMA reimburses Type 3 SALAE Litigation expenses incurred by a WYO Company pursuant to the Arrangement subject to FEMA Office of Chief Counsel, FIMA Law Division guidance and direction. The WYO Company is responsible for ensuring litigation expenses for which reimbursement is sought are consistent with its own customary standards, staff and independent contractor resources, as it would in the ordinary and necessary conduct of its own business affairs, subject to the Act, the SFIP, the

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Arrangement, and other regulations prescribed by FEMA. 44 C.F.R. § 62.23(e). For example, if the customary standards of the WYO Company require reduction of hourly rates or expenses or other limitations on payment for outside expenses, the WYO Company is required to do the same for any Type 3 SALAE-related expense.

Under the Arrangement, FEMA is not responsible for payment to counsel representing WYO Companies. The WYO Company is responsible for paying its counsel without delay and for seeking reimbursement for eligible expenses under the Arrangement. WYO Companies must submit requests for reimbursement within 60 days of receipt of the invoice/bill from its outside counsel. If an invoice/bill will not be submitted within the 60-day period, the WYO Company shall notify FEMA of its existence and provide an explanation and estimation of when the invoice/bill will be submitted. Further, any invoice/bill submitted after 180 days will be denied unless sufficient justification is provided, or FEMA expressly and in writing waived the 180-day period authorizing an extension.

Prior to seeking FEMA's approval for reimbursement, a WYO Company must review the invoice to verify the work was completed, accuracy of the billing, reasonableness of the expenses incurred, and that the reimbursement would be approved under the WYO Company's customary standards as submitted subject to the Arrangement, Act, Regulation and FEMA guidance. A certification signed by the WYO Company representative must be attached as a cover sheet or the expense will be denied. The certification must provide the following:

*I have reviewed and understand the FEMA guidelines that govern the Type 3 Special Allocated Loss Adjustment Expenses (SALAEs). I am responsible for reviewing and ensuring that Type 3 SALAE requests comply with the FEMA guidelines. I have reviewed the invoice for which reimbursement is sought, and to the best of my knowledge, information and belief, confirm that the invoice is reasonable, appropriate and complies with the applicable FEMA guidelines.*

*Executed on (date).*

*(Signature)*

### Overhead Expenses are Not Reimbursable

Customary charges such as overhead, ordinary office supply costs, and local telephone costs are included in the hourly rate and are not reimbursable as Type 3 SALAE. The following expenses are considered overhead and generally are not reimbursable. FEMA will consider reimbursement on a case-by-case basis after pre-approval:

- a. Fees attributed to secretarial and administrative services;
- b. Organizing material for storage;
- c. Unless an attorney is required, responding to inquiries concerning services, billing statements, cases files or audit letters;
- d. Fees incurred for "learning time";
- e. Scheduling and arranging meetings, depositions, examinations or other event scheduling;
- f. Data entry, document scanning, document conversion to other electronic formats;
- g. Arranging travel;
- h. Time spent photocopying, collating, and faxing;



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- i. Bates stamping of documents;
- j. Date stamping documents;
- k. Management of personnel;
- l. Annual or monthly fees for computerized legal research services such as LexisNexis, Westlaw, or Public Access to Court Electronic Records (PACER). Research time is reimbursable;
- m. Rent for office space, equipment or software;
- n. Utilities including local and long distance telephone service;
- o. Charges for use of a teleconference line;
- p. Meeting rooms in the assigned counsel's law offices for local depositions and conferences;
- q. Catering;
- r. Facsimile charges of any kind;
- s. Postage;
- t. Meals or refreshments for anyone other than the attorney assigned to the case while attending meetings, depositions or similar events;
- u. Support staff salaries;
- v. Technology costs such as depreciation on electronic devices, copiers and other machinery;
- w. The use of an outside vendor for copy services unless pre-approved by FEMA (In-house photocopy charges are limited to ten cents per page); and
- x. Any other item associated with overhead or profit.

As noted above, FEMA recognizes there may be circumstances that warrant reimbursement of an expense listed above. Accordingly, FEMA may approve such expenses upon written request and appropriate justification by the WYO Company.

### Limitations on Reimbursement for Discovery

Substantial legal fees and expenses are incurred as part of discovery. WYO Companies must monitor these costs. Depositions can provide critical information, but present one of the most significant litigation costs to the NFIP. FEMA will reimburse up to three depositions per case without preapproval. This does not apply to defending depositions. FEMA recognizes the need to ardently represent the Program. This provision is not intended to restrict or interfere with the outside counsel's ability to represent the WYO Company. The purpose of this provision is to provide better monitoring of discovery expenses. The WYO Company simply needs to provide a brief justification for the additional depositions to [FEMA-NFIP-WYO-Litigation@fema.dhs.gov](mailto:FEMA-NFIP-WYO-Litigation@fema.dhs.gov). The Write Your Own Oversight Team will promptly review and respond to all requests.

Video Teleconference for depositions and other proceedings is highly encouraged.

Any questions should be referred to FEMA's Office of Chief Counsel.

## 44.5 SALAE Type 4 (Appraisal Expenses)

### Reimbursement of SALAE Type 4

- (1) Cost of Appraisal (implementation of the Standard Flood Insurance Policy Appraisal Clause) – the insurer is authorized to reimburse to \$2,500 per claim without FEMA approval.

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- (2) Specific FEMA approval is required for SALAE Type 4 expenses exceeding \$2,500 in the aggregate.
- (3) When FEMA approval is required, reimbursement of SALAE Type 4 cannot be made to the insurer until FEMA has approved the exact amount of the SALAE.
- (4) All FEMA SALAE approval requests should be accompanied with copies of the report (including any previous reports), all actual bills(s), and any itemized time and expense sheet(s). The insurer must thoroughly explain in writing why FEMA should approve the expense(s).

Submit requests for approval of Type 4 SALAE to:

E-mail: [NFIPSALAEMailbox@fema.dhs.gov](mailto:NFIPSALAEMailbox@fema.dhs.gov), or

Mail: NFIP BSA SALAE, PO Box 310, Lanham, MD 20703-0310

There is no specific form to submit however, an example form is referenced at [Appendix D](#) in this manual. The insurer may use whatever format it chooses, including an ordinary letter, so long as the following information is provided.

1. Insurer name [A]
2. Policyholder name [B]
3. Policy number [C]
4. Date of Loss[D]
5. Claim Number [E]
6. Building and Contents policy limits [G]
7. Policy deductible for Building and Contents [H]
8. Total amount paid on Building and Contents [I]
9. Indicate Expense Type 4 [J]
10. Indicate the request is for interim approval of SALAE incurred expenses to date [K]
11. Indicate the request is for final billing approval of the exact amount of total SALAE after the loss has been settled [L]
12. Indicate Total amount of this expense type to date [M]
13. Deduct the applicable Type 4 scheduled fee [N]
14. Deduct total expense amounts previously approved [O]
15. Indicate the approval amount of this request [P]
16. Explanation of expense (attach pertinent documentation and additional comments as needed) [Q]
17. Date of request [R]
18. Name and Title of requestor [S]
19. Requestors email address [T]

## 45 Statute of Limitations

### Interplay Between the Extension of the Proof of Loss Deadline for NFIP Policyholders and the 1-Year Statute of Limitations in 42 U.S.C. § 4072 (VII.R. Suit Against Us)

#### NFIP Insurer

The SFIP is a Federal regulation promulgated by FEMA, which has three forms. The Dwelling form is found at 44 C.F.R. § 61, Appendix A(1); the General Property form is found in Appendix A(2); and the Residential Condominium Building Association Policy (RCBAP) form is found in Appendix A(3). In these regulations, FEMA established the 60-day Proof of Loss deadline. See Section VII(J) of the Dwelling and General Property forms and Section VIII(J) of the RCBAP form. The Associate Administrator of the Federal Insurance and Mitigation Administration has the authority to grant waivers of and extend the Proof of Loss deadline pursuant to 44 C.F.R. § 61.13(d). See also 44 C.F.R. § 61, Appendices A(1) and A(2), Section VII(D), and Appendix A(3), Section VIII(D).

Congress, in enacting the National Flood Insurance Act of 1968, as amended, (42 U.S.C. § 4001, et seq.) enacted a 1-year statute of limitations for an NFIP policyholder to bring a lawsuit after denial/disallowance or the partial denial/disallowance of the policyholder's claim. See 42 U.S.C. §4072. This 1-year statute of limitations was incorporated into the SFIP by FEMA. See 44 C.F.R. § 61, Appendices A(1) and A(2), Section VII(R), and Appendix A(3), Section VIII(R).

Unlike the SFIP Proof of Loss deadline, which is a regulation created by FEMA, FEMA cannot extend the time limit for NFIP policyholders to bring a lawsuit. The applicable time limit to file a lawsuit was set by statute, not FEMA. Although FEMA has the administrative authority to extend the Proof of Loss deadline it established by regulation, FEMA lacks the authority to extend the time limit to file a lawsuit established by statute. This statute of limitations has never been extended.

It is important to understand that the Proof of Loss is not the claim. The claim is the assertion by the policyholder that they are entitled to be paid for a covered loss under their SFIP (i.e., the demand for money). An NFIP policyholder whose insured property is damaged by an event only has one claim arising from that event, regardless of the number of Proofs of Loss that the policyholder may submit in support of that claim.

Even in the instance of an Increased Cost of Compliance (ICC) claim under Coverage D of the SFIP there is only one claim that arises from that substantial damage determination regardless of the number of Proofs of Loss submitted by the policyholder.

The SFIP sets forth the process that the policyholder has to follow in supporting his or her claim in the General Conditions section of each form of the SFIP (which is Section VII for the Dwelling and General Property SFIP forms and Section VIII for the RCBAP SFIP form). For example, Section VII(J)(1) of the SFIP requires prompt written notice of the loss. Also, Section VII(J)(4) and its subparts set forth what information must be included for the Proof of Loss (which is the policyholder's statement of the amount of money demanded and submitted in support of their claim) and indicate that it must be sent within 60 days after the loss.

NFIP court rulings hold that if the policyholder does not comply with all of the terms and conditions of the SFIP prior to filing a lawsuit (including the Proof of Loss requirements), then the necessary conditions for the policyholder to be able to bring a lawsuit have not been met. What this means is that, in the instance in which a denial letter has been issued such that the statutory 1-year to bring the lawsuit will run before a Proof of Loss extended deadline runs, the policyholder has to both file the lawsuit and have the required Proof of Loss requirements completed within 1 year of the date of the denial or partial denial of the claim. This situation will typically arise when the insurer has determined that the policyholder has not suffered a "direct physical loss by or from flood" and there is no coverage under the SFIP. For example, if the insurer has determined that flood waters did not reach the insured building, a denial letter will be sent because there is no insured loss and no coverage under the SFIP.

In any event, FEMA requires NFIP insurers to continue to work with their policyholders. The Program can pay additional amounts if properly supported, even if the formal Proof of Loss deadline has passed. FEMA does this

through the granting of the policyholder's request of an individual waiver of the Proof of Loss deadline through the insurer. The NFIP makes every possible effort to ensure that a proper claims payment and resolution of the claim are achieved in every instance.

The limited waiver and extension of the Proof of Loss deadline recognizes the difficulties policyholders may experience evaluating damage and supporting their flood insurance claim. The typical dispute arises after a policyholder has received payment based on an adjuster's report and the insurer's approval and later believes there is additional uncompensated damage. However, as discussed above, there are instances when the claim may be denied for reasons that do not require an adjuster's report or Proof of Loss from the policyholder. Even in those claims where a denial letter was issued early, the policyholder still has a full year from the date of that denial letter to collect all required documentation, file the proof of loss, and then file a lawsuit if such is believed necessary.

The extended time to file the Proof of Loss is an effective mechanism that allows policyholders to fully present their claims. For the majority of claims, disputes will not arise until after the submission of the Proof of Loss and formal denial of the amount sought. While FEMA does the most it can to assist NFIP policyholders, it cannot and does not waive or extend the applicable statute of limitations.

## 46 Subrogation

Subrogation is the right of the insurer to pursue legally a third party that caused the loss as a means of recovering the amount of the claim paid by the insurer to the policyholder for the loss. Pursuant to 44 C.F.R. § 62.23(i)(8), FEMA has the right of first recovery in the event of any subrogation claim under the NFIP. The adjuster should consider subrogation on every flood claim and conduct an investigation to confirm the potential for subrogation and address subrogation in the Narrative Report. This often requires the use of an expert to confirm causation and to verify the potential at fault party. Investigations should be timely to prevent the loss of key evidence that would allow a successful recovery.

If the adjuster believes there may be potential for subrogation, the adjuster should complete FEMA Form 086-0-16 – Cause of Loss and Subrogation Report ([Appendix E](#)), to identify a potentially responsible third party; and characterize how their actions that may have caused or worsened flood damage.



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The insurer should evaluate subrogation recovery. Whether the insurer pursues recovery or foregoes pursuit, the insurer should notify the NFIP BSA and submit the Cause of Loss and Subrogation Report and a copy of the claim and underwriting file.

Send subrogation-related documentation and information to the NFIP BSA via electronic mail at [NFIPSALAEMailbox@fema.dhs.gov](mailto:NFIPSALAEMailbox@fema.dhs.gov). Upon receipt of the information, the NFIP BSA will log it, and then refer all documents by email to FIMA Office of Chief Counsel, Write-Your-Own Oversight Team, [FEMA-NFIP-WYO-Litigation@fema.dhs.gov](mailto:FEMA-NFIP-WYO-Litigation@fema.dhs.gov), for handling. The Write-Your-Own Oversight Team will contact the insurer if additional information is required or necessary.

## 47 Underwriting Referral

It is important that the adjuster brings to the insurer's attention any issue involving a potentially improperly rated policy or ineligible building or contents promptly upon discovery. The sooner in the claims process the adjuster raises a potential problem, the sooner Underwriting (UW) can review the concern, minimizing delays to the loss settlement. An UW referral should cite the current rating of the policy, followed by the facts, along with supporting photographs. When the issue involves a potential basement or post-FIRM elevated building located within a special flood hazard area, but the adjuster is unsure about the facts, the referral should disclose this and recommend the insurer hire a qualified

outside professional service.

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With an issue involving an elevation status of a floor level, an elevation certificate, or a written elevation study, a detailed “bird’s-eye” drawing is typically necessary. A bird’s-eye drawing plots all elevation points for each floor level, area or room, in addition to recording the elevation points along the building’s exterior perimeter foundation, and high and low points at the described location. A report of this nature generally requires certification with a signature and seal from a professional land surveyor; however, some states also permit a signature and seal from a professional engineer. The insurer should ensure the professional it hires complies with all rules established by the state for land surveying.

The conversion of elevation “vertical datum” may also present an UW issue. A vertical datum is a base measurement point (or set of points) from which elevations are determined. Historically, the standard datum used by the federal government was the National Geodetic Vertical Datum of 1929 (NGVD 29). However, the North American Vertical Datum of 1988 (NAVD 88) is now the national standard. Elevation values based on different vertical datum cannot be used together directly since they are based on a different vertical reference point. When comparing the updated flood hazard data released by FEMA with elevation information on an elevation certificates and other documents from different sources, the insurer must take care to ensure all elevations are in the same datum. If they are not the same, the insurer must apply a conversion factor so that the values are referenced to the same datum before they are used. Failure to do this can result in improper structure design (e.g., building at the wrong elevation), which can have serious implications in terms of complying with community and state building requirements. Flood insurance rates can also be impacted, including eligibility for the Waiver of the Limitation or a Letter of Map Amendment or Revision.

The examiner must carefully review the adjusters’ report for discrepancies in the declarations page, the preliminary report, or photographs, and immediately refer any discrepancies to the Underwriting Department (UW) for review and provide the necessary supports, i.e. photographs, surveyors report, etc.

How to address potential rating changes:

When the rating change will result in greater coverage, the adjustment should proceed based on the current rating and revised once underwriting confirms the rating, reforms the policy, and collects the correct premium.

When the rating change will potentially restrict coverage, have the adjuster secure a non-waiver agreement, or send a Reservation of Rights letter addressing the coverage issue. The adjustment continues and payment issued based on the undisputed covered loss. The adjuster revises the estimate once UW confirms the rating, reforms the policy, and collects the additional premium.

The examiner should keep the policyholder informed through the process and communicate the change to the adjuster and the policyholder as necessary.

## 48 Waiver of Elevated Building Coverage Limitation

A Letter of Map Amendment (LOMA) or Letter of Map Revision (LOMR) removes the post-FIRM elevated building from the Special Flood Hazard Area, and the elevated building limitations of the SFIP then do not apply to the area beneath the lowest elevated floor. The LOMA or LOMR obtained after the loss is effective as of the date of the loss.

If the lowest adjacent grade of the property is below the Base Flood Elevation (BFE), this would prevent a LOMA or LOMR from being issued to the property owner, so that the property owner will not be able to obtain full coverage for the enclosure. (See [Letter of Map Amendment/Letter of Map Revision](#) in this section of the manual, and the [Flood Insurance Manual](#) for additional information regarding LOMA and LOMR.)

However, there are buildings where the lowest adjacent grade (LAG) is below the BFE, but the lowest floor elevation (LFE), the enclosure floor, is at or above the BFE. Such building complies with the NFIP Floodplain Management Regulations, in that the lowest floor of the building is elevated to or above the community's BFE. This means the enclosure does not have the higher risk of flooding that elevated building enclosures normally has. In such cases, a claim may qualify for a waiver of the elevated building coverage limitation.

The waiver applies to buildings located in SFHA zones beginning with the letter A where a BFE is available. Buildings located in SFHAs beginning with the letter V do not qualify for this waiver. The waiver is based on the current flood map and the use of a grandfathered flood map is not applicable. The flood zone on the current map must also be an AE flood zone. Consequently, the waiver is only applicable to the current loss, and a separate waiver request must be filed on any future claim to ensure use of the current flood map, the proper flood zone, and BFE.



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The examiner must send the waiver request by email to the NFIP BSA at [NFIPUnderwritingMailbox@fema.dhs.gov](mailto:NFIPUnderwritingMailbox@fema.dhs.gov). The email subject line should include the policy number and the type of submission (ex. 1234567890 – Waiver for Elevated Building Coverage Limitation).

Documentation to attach to the email must include:

- Complete Underwriting file.
- Documentation used to issue the policy.
- Current Flood Zone Determination.
- Elevation Certificate and datum conversions if applicable.
- Color photographs of all sides of the building and photographs showing machinery and equipment and location
- Copy of current claim file and any previous claim files if applicable.

The NFIP BSA will send an acknowledgement of receipt of the waiver request to the insurer. If additional information is required, the NFIP BSA will notify the insurer within 10 business days. Otherwise, the NFIP BSA will submit the packaged documents to the FEMA Underwriting Branch for review and determination. If all documentation is submitted timely and properly, the entire process should not take more than 15 business days.

## 49 Wildfires

### 49.1 Application of Post-Wildfire Exception to 30-Day Waiting Period for New Policies

In general, new policies for flood insurance become effective following a 30-day waiting period<sup>21</sup>. However, the Biggert-Waters Flood Insurance Reform Act of 2012 provided an additional exception to this requirement related to flooding caused by post-wildfire conditions, referred to as the Post-Wildfire Exception<sup>22</sup>. Under the Post-Wildfire Exception, the standard 30-day waiting period does not apply to new policies if:

1. The covered property experiences damage caused by flood that originated on Federal land;
2. Post-wildfire conditions on Federal lands caused or worsened the flooding; and,
3. The policyholder purchased the policy either:

<sup>21</sup> See 42 U.S.C. 4013(c)(1); 44 CFR 61.11(c)

<sup>22</sup> See 42 U.S.C 4013(c)(2)(C) (added by the Biggert-Waters Flood Insurance Reform Act of 2012 § 100241)

- a. Before the fire containment date; or
- b. During the 60-calendar-day period following the fire containment date.

For the purposes of the Post-Wildfire Exception, the Federal Agency responsible for the land on which the post-wildfire conditions existed determines the fire containment date.

Where a policyholder meets the requirements of the Post-Wildfire Exception, the insurer must make the policy effective at 12:01 a.m. (local time) on the date of the flood loss qualifying for the exception. Once the policy is made effective, the insurer must adjust and pay claims in accordance with the Standard Flood Insurance Policy, including provisions governing a flood in progress and requiring that a flood occurs after the purchase of the policy.

## 49.2 Assistance with the Proper Application of Post-Wildfire Exception

FEMA supports the application of the Post-Wildfire Exception by tracking containment dates for wildfires occurring on Federal lands and consulting when necessary with appropriate Federal agencies to determine whether post-wildfire conditions caused or exacerbated a flood. Insurers may request assistance with the proper application of the Post-Wildfire Exception by contacting [FEMA-FIDClaimsMailbox@fema.dhs.gov](mailto:FIDClaimsMailbox@fema.dhs.gov).

## 50 Wind/Flood Loss

When adjusting wind/water losses, the adjuster should use established and proven investigative methods to document flood and wind damage to buildings and/or contents occurring during hurricane or storm events. “Wind/Water Investigative Tips” below can also be helpful.

The adjuster should record the process they use when approaching a wind/water claim. In addition to looking for signs of flood damage and/or a general condition of flood and documenting the exterior water line, the adjusters should note any exterior wind damage, such as missing shingles, turbine, or fascia damage. The adjuster should also photograph this damage and mention what was observed in the narrative report.

The SFIP only pays for direct physical loss by or from flood to insured property. Once inside the building, the adjuster should always document the flood water line. Damage below this line is typically flood damage (exceptions like wicking should be noted in the narrative report). Damage above the flood water line is typically wind damage, such as water-stained ceilings or water damage at broken windows or exterior doors. This damage should also be photographed and mentioned in the narrative report.

### 50.1 Wind/Water Investigative Tips

- (1) Research local newspapers and/or check with the National Weather Service, or other agencies to determine the specific data relative to the storm in the location of the claim. Specific information to look for includes wind speed data, storm surge data, flood height data, and other relevant information.
- (2) When damage is caused by a hurricane, tropical storm, nor’easter, or other event that may cause both wind and flood damage, determine and record the following (*check and record the timing and duration for each*):

Data Element	Measurement	Timing	Duration
Highest Wind Speed			

Barometric Pressure			
Amount of Rainfall			
Tidal Heights			
Storm Surge			
Wave Heights			

- (3) Record the distance and direction of the insured risk relative to the eye of the storm. Remember that the waves are higher to the right of the storm's path.
- (4) Research and record site conditions:
  - Original ground elevation
  - Distance from body of water
  - After-storm ground elevation or other indications of scour
  - Amount and type of storm debris
- (5) Canvass the neighborhood for eyewitnesses and take their recorded or signed statements. Be certain to identify where each witness was at the time of the storm, the amounts or descriptions of wind and flood each witness saw, and the time of day that each saw it. Record in the claim files only what each witness actually says—not hearsay or your own opinion.
- (6) Check for and photograph the debris line. Measure and record how many feet the debris line is from the shoreline and from the insured risk. Be sure to describe the topography in detail. Check for and photograph houses and objects adjacent to the insured risk. If damage appears to be different from that of the insured risk, determine why and record the reason in the claim files.

Usually, the damage is different for one of two reasons:

- Different cause of damage (e.g., a tornado can cut a relatively narrow path, leaving neighboring buildings relatively undamaged).
  - Different building construction and anchoring. Look for connectors or tie-down straps for elevated buildings and enclosures beneath elevated buildings. Check the pilings for evidence of scouring. Photograph the remaining pilings, showing patterns of the leaning pilings. Determine how deep the pilings were installed and measure the distance between pilings.
- (7) Determine and record in the claim file a complete description of the damaged or demolished building, including the type of construction; whether elevated (if elevated with an enclosure, be sure to indicate the type of enclosure – breakaway walls, open lattice work, vents, etc.); number of floors (including basement); roof covering and pitch; windows, carports, etc.; and the building's relative position to the wind. It is also important to include a description of the foundation type (slab, piles, piers, etc.) and damage.
  - (8) Photograph (close-up) the remains of connectors or tie-downs. Be sure to describe the size, type, method of installation, and if possible the brand name.
  - (9) Make a notation in the initial report where evidence suggests the insured risk was not built as securely as neighboring buildings. The flood insurer or adjuster may want to check the local building codes to determine if a building construction violation has occurred and document the claim files, both with copies of the code and the evidence of a violation. Document the age of the building and



the effective dates of the building codes.

(10) Check for and photograph any wind-caused openings in the building and/or missing roof shingles.

(11) Check for and photograph all possible wind-related watermarks or stains visible on both the exterior and interior walls and ceilings of the building.

(12) Check for and photograph all possible flood-related watermarks or stains visible on both the exterior and interior of the building.

(13) Check for and photograph any watermarks visible on nearby trees or fence posts, or other buildings.

Overall, flood claim adjusters should take special care when adjusting claims caused by both flood and other perils. In addition to thoroughly examining all flood damage, adjusters should also photograph and note evidence of damage caused by non-flood perils. General notations of damage caused by non-flood perils do not rise to the level of providing a professional opinion regarding causation, damages, or repair methods. Such notations can help resolve disagreements later in the claims process.

## 51 Withdrawal Letters and Denial Letters



### Claims Examiners

#### 51.1 Withdrawal Letters

The examiner will issue a letter of withdrawal confirming the policyholder's voluntary withdrawal of the claim prior to or after inspection. A policyholder's withdrawal is not a denial and does not trigger the one-year limit to file suit or the 60-day timeframe to file an appeal; however, if an inspection occurred the letter should reflect the findings of the adjuster and address any applicable exclusions.

#### 51.2 Partial Denial Letters and Full Denial Letters

Send letters to policyholders so that they are aware of the disposition of the claim and provide copies of estimates and inventories to support the claim payment and settlement.

Send a denial letter on all partial or full denial of claims. Denial letters must include all known reasons for the denial, cite the appropriate section of the SFIP supporting the denial, and include information regarding FEMA's formal appeals process (see [Section 4 Appeals](#), in this manual).

Provide the policyholder a courtesy copy of experts' reports.

## 52 Oversight

### 52.1 Claims Oversight

FEMA maintains oversight of the NFIP claims processing performed by the insurers. This oversight is conducted primarily through claims and underwriting Operation Reviews and Random Claims Quality Checks (RCQC). The Operation Reviews are typically performed on closed claim files. An RCQC is conducted during disasters on open and closed claims. The RCQC review involves reviewing at least one claim from each adjuster to determine if the claim is on the right path and provide guidance as necessary. Additionally, insurers engage CPA firms to perform biennial audits that include a claims audit section. Adjusters and insurers should be mindful of the findings from the Operation Reviews, RCQC, and biennial audits.

The NFIP is a federal program and therefore subject to the scrutiny of the Department of Homeland Security (DHS) and other federal agencies including the Government Accountability Office (GAO), the DHS

Office of Inspector General (OIG), and the Office of Management and Budget (OMB). Adjusters and insurers should be aware and mindful of findings from the following audits: DHS Improper Payment Elimination and Recovery Information Act (IPERIA), DHS Financial Audit and various GAO and OIG studies and reports.

Many of the findings can be avoided simply by adherence to good claims handling practices and knowing the terms and provisions of the SFIP. Helpful tips may be included with the findings. The following will identify findings and preferred methods when indicated:

#### **A. Incorrect Estimate/Worksheet Calculation**

- (1) Estimates are line-by-line, room-by-room using unit costs.
- (2) Depreciation to both building and contents are taken on a line-by-line basis.
- (3) Rooms should be described and identified and the adjuster should verify that the estimate/worksheet and the building diagram match.
- (4) The adjuster should be careful to include only building items on the building estimate/worksheet; for instance, clothes washers and dryers are always contents and should not be included as building items.
- (5) Qualifications for Replacement Cost Loss Settlement should be clearly documented, including single family residence, principal residence, insured to at least 80 percent of full replacement cost or maximum available.

#### **B. Insufficient Damage documentation**

- (1) Invoices may be needed to adequately support a commercial inventory or other complex claim items. A salvor or CPA may be required and must be approved by the insurer.
- (2) Photographs should adequately document the claimed damage – photographs of undamaged building elements and contents are also important as well as damage from causes other than flood.

#### **C. Payment Processing Errors**

The adjuster should make all payment recommendations clear. Other claim documents including the estimate/worksheet, Final Report, and the Proof of Loss should support the recommendations.

#### **D. Covered loss exceeded the value of certain items**

- (1) Care is taken when items with Special Limits are claimed, not to exceed the amount of special limits in the aggregate.
- (2) Loss Avoidance Measures should be properly documented and supported with invoices or other documentation.
- (3) Property Removed to Safety claims should be properly documented and supported with invoices or other documentation.

#### **E. Case Loss Reserving**

The reserving system mandates that reports must be timely and reflect true reserves. The initial case loss reserve may be a system-generated amount based on criteria established by the insurer or it may be an individually set reserve based on the best knowledge of the loss at the time the reserve is established. The insurer may also set a bulk catastrophe reserve. The NFIP Preliminary Report and each subsequent adjuster report should refine the case loss reserve amount as the insurer becomes aware of additional facts, inspections, and estimates. The goal is that this knowledge along with any reductions of partial or advance payments will result in a case loss reserve that closely reflects the value of all future payments and ultimately the value of the final payment.

## 52.2 Claims Operation Reviews Description of Findings

Claims payments arising out of policies issued by the insurer are issued from NFIP funds. FEMA performs claims operation reviews to confirm compliance with the rules of the program and the SFIP. The following are the description of findings that could result in a critical error finding.

### Claims Examiners

#### No Signed Proof of Loss

The policyholder is required to send the insurer a complete, signed and sworn Proof of Loss (or for claim payments of \$7,500 or less, the policyholder signs the adjuster's final report) within 60 days after the date of loss or within any extension granted by the Federal Insurance Administrator (Administrator). The Proof(s) of Loss must include documentation to support the amount requested initially and any requests for additional payment. Failure to have the required properly executed Proof(s) of Loss in the file is a critical error.

#### No Proof of Loss Waiver

When the policyholder submits a Proof of Loss after the 60-day SFIP time requirement or any extension granted by the Administrator, the insurer must request a waiver from the Administrator of the time required for the Proof of Loss. The insurer does not have authority to extend the time required to file a Proof of Loss per the SFIP Section VII.D., "This policy cannot be changed nor can any of its provisions be waived without the express written consent of the Federal Insurance Administrator." Payments made without the required waiver are unauthorized. Such payments are critical errors.

#### Incorrect CWOP Reason Code

The insurer must carefully review the adjusters' reports for claims that are to be closed without payment, and close the claim file using the correct CWOP reason code in accordance with the National Flood Insurance Program Bureau and Statistical Agent (NFIP BSA), Transaction Record Reporting and Processing (TRRP) Plan. If the incorrect reason code results in an improper payment to the insurer, or to the adjuster, the payment is a critical error.

#### No Denial Letter or Improper Denial Letter / Withdrawal Letters

The insurer must carefully review the adjusters' reports for claims that are to be closed without payment. Denial letters are required on all denials of the entire claim or any portion of a claim and must include all reasons for denial known at the time of the letter citing the appropriate section of the SFIP supporting the denial. The denial letters must also include information regarding FEMA's formal appeals process. The insurer must also send letters to policyholders confirming their voluntary withdrawal of a claim. A policyholder's withdrawal is not a denial and does not trigger the one-year limit to file suit or the 60-day time frame to file an appeal; however, writing a policyholder that the review of the claim found no damage by or from flood is considered a denial. Due to the importance of the denial letters in the appeals process and the litigation process, failure to send a denial letter is a critical error.

#### Mortgage Issues

SFIP, Section Q. Mortgage Clause, "The word 'mortgagee' includes trustee. Any loss payable under Coverage A – Building Property will be paid to any mortgagee of whom we have actual notice as well as any other mortgagee or loss payee determined to exist at the time of loss, and you, as interests appear." The Mortgage Clause is a contract within a contract. That is, a contract between the mortgagee and the insurer within the contract between the policyholder and the insurer. Including the name of the mortgagee on each building claim payment is the surest method to keep this promise to the mortgagee. Building payments should include all known mortgagees. Because of the potential exposure to not only the insurer, but also to the Federal Government, failure to pay a known mortgagee, when required, is an error. If the failure to name the mortgagee results in expenditures of Federal funds, that failure is a critical error.

## Claims Examiners

### Underwriting Issues

The insurer must carefully review the adjusters' reports for any discrepancies from the Declaration page and refer any discrepancies to the insurer's Underwriting Department for review. Non-money discrepancies may be non-critical errors; however, if the discrepancy would result in an endorsement involving a change in premium, it is a critical error.

### Adjustment Issues

A claim file is deficient when the adjuster has not explained the facts satisfactorily enough to determine coverage, or when the coverage is misapplied. These issues may result in critical errors depending upon delay or monetary consequences.

### Time Standards

The insurer must assign the notice of loss to an adjuster within 24 hours of the policyholders' reporting. The adjuster must contact, or attempt to contact the policyholder within 48 hours of that assignment. The adjusters' preliminary reports are due to the insurer within 15 days of assignment of the claim. In the absence of the preliminary report, the claims examiner should have requested the report from the adjuster and taken action if they recognize a trend with any particular adjuster and adjusting firm. Missing reporting deadlines may indicate too many claims to adjust. Time standard infractions that result in significant delay in payment to policyholders are critical errors. All other unexplained time standard infractions are non-critical errors.

### Special Allocated Loss Adjustment Expenses

All SALAE payments must be adequately documented with a valid reason for the payment and the proper SALAE type must be used. SALAE payments made without the required FEMA approval are improper payments. If the payment was ineligible, the error is considered a critical error.

### Incorrect Payment Amount

Incorrect payment amount is the error for claim payments and adjuster fees that are improperly paid. The insurer must make immediate arrangements to address the incorrect payments. The insurer must make the correct payment to the policyholder or independent adjuster, if underpaid, or issue a reimbursement to the National Flood Insurance Program, if overpaid. Use of an improper CWOP code can generate an incorrectly Allocated Loss Adjustment Expense (ALAE) payment. All incorrect payments are critical errors.

### Deficient or Redundant Case Loss Reserves

The individual case loss reserves of the insurers have no effect on the NFIP's balance sheet. The minimal test will compare the final case loss reserve(s) with the final payment(s). The insurer will need to revise its case reserve to reflect new information about an individual claim. However, it is not critical that reserves are decreased or increased in the same TRRP cycle that new information is learned. FEMA recognizes that there will be occasions where the insurer will want additional time to evaluate the new information before revising case reserves. However, it is important that the claims examiner revise the reserves before the next payment. FEMA further recognizes that it is sound business practice for case reserves, collectively, to be somewhat redundant. Reserve redundancy of 10-15 percent is not discouraged.

Note: The above list is not exhaustive and may be changed with adequate notice.

## 53 Claim Overpayment Recovery

### 53.1 Claim Overpayment Recovery Process

Reimbursement to the NFIP of claim overpayments is not contingent upon recovery from the respective policyholder(s). Specifically, the insurer is responsible for recovery of erroneous claim overpayments.

Upon receipt of written notification of flood claim overpayments, the respective insurer's flood insurance principal coordinator has thirty (30) days to respond to the notification from the NFIP using one of the two options below:

1. Submit the entire amount of the overpaid claim to the NFIP using one of two acceptable methods to avoid creation of a federal debt collection item (see 53.2 below); or
2. Appeal this matter in writing to the NFIP and submit relevant, reliable, and verifiable supporting documentation. Additional time to gather supporting documentation for the purpose of the appeal must be requested in writing by the principal coordinator within 30 days of the date of the notification from the NFIP. A maximum of 60 days from the date of the notification may be granted by the NFIP for an appeal.

## 53.2 Methods of Claim Overpayment Reimbursement to the NFIP

### A. Method A:

1. Reduce the claim payment by the overpaid amount on the financial statement, [Write Your Own Accounting Procedures Manual](#), Exhibit I, Line 115.
2. Reduce the claim payment by the overpaid amount on the TRRP statistical data.
3. Issue a disbursement for the overpayment amount to the U.S. Treasury via ACH, internet, or wire transfer. Report the disbursement on the appropriate Exhibit VIII schedule.
4. Submit the supporting documents (policy number, date of loss, original loss payment, adjusted loss payment, original error code generated, and original error code date) to:

DHS-FEMA Debt Collection Office  
Attn: NFIP/Debt Collection Officer  
400 C Street SW 3rd Floor, SW  
Washington, D.C. 20472-3010

### B. Method B:

1. Reduce the claim payment by the overpaid amount on the financial statement, [Write Your Own Accounting Procedures Manual](#), Exhibit I, Line 115.
2. Reduce the claim payment by the overpaid amount on the TRRP statistical data.
3. Issue a manual check in the amount of the overpayment, made payable to NFIP. Record the manual check as a disbursement to the U.S. Treasury and report on the appropriate Exhibit VIII schedule.
4. Submit the manual check and supporting documents (policy number, date of loss, original loss payment, adjusted loss payment, original error code generated, and original error code date) to:

DHS-FEMA Debt Collection Office  
Attn: NFIP/Debt Collection Officer  
400 C Street SW 3rd Floor, SW  
Washington, D.C. 20472-3010

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# Section 3: Increased Cost of Compliance

## 1 Increased Cost of Compliance (ICC)

The NFIP encourages mitigation efforts and supports individual and local initiatives to mitigate future flood risks. ICC coverage currently provides eligible policyholders up to \$30,000 towards the costs they incur to comply with minimum NFIP floodplain management regulation, state laws, or the local community ordinance. An NFIP policyholder now has up to six years from the date of loss to complete eligible compliance activities to a flood-damaged building in the ICC process described below. While there is only one NFIP flood claim, ICC (Coverage D) is a separate policy benefit, as is Building Property (Coverage A), Personal Property (Coverage B), and Other Coverages (Coverage C). A (Coverage D) payment is not subject to the Mortgage Clause as with a (Coverage A) payment. ICC is an additional amount of insurance above the Coverage A - Building limit of liability, but cannot pay more than the current Program maximum of \$250,000 dwelling, \$500,000 commercial, and \$250,000 x the number of units under the RCBAP, when combined Coverage A and Coverage D payments are made.<sup>23</sup>

ICC is only accepted by the insurer after the community has declared, in writing, that the insured building has been substantially damaged (see below); and the policyholder sends that substantial damage declaration letter on community letterhead and written by an official authorized to make the declaration to the NFIP insurer. ICC pays benefits to eligible SFIP policyholders to comply with state, or local floodplain management law or ordinance affecting repair or reconstruction of a building damaged by flood.<sup>24</sup>

The following compliance activities are eligible for payment:

- (1) Floodproofing of the basement (for non-residential buildings only)
- (2) Relocation
- (3) Elevation
- (4) Demolition

or any combination of the above.<sup>25</sup>

In order to initiate, receive partial payment, and finalize an ICC claim, the following is required:

The policyholder property owner is required to provide the insurer with a copy of the substantial damage declaration letter they receive from the community official confirming that the building is “substantially or repetitively damaged” requiring the property owner to comply with floodplain regulations (“substantially” and “repetitively” are both defined in the SFIP at Section III.D.3.(1) and (2)). If applicable, either substantial damage or repetitive damage must be adopted by the community in their floodplain management ordinance and enforced uniformly in the community. The policyholder’s substantial damage declaration letter to the insurer is the policyholder’s intent to file for ICC Coverage D benefits, and the insurer should begin the ICC benefit process.

Note: Some states, rather than the communities within the state, have land-use management authority. Floodplain management guidelines may be in state law and not in community ordinance. It is always good practice to include both in the claim file if there are questions.

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23 See SFP (III)(D)(2); 44 C.F.R. § 61.6; 42 U.S.C. § 4013(b)

24 See SFP (III)(D)(3)

25 See SFIP (III)(D)(1)

For the purposes of ICC, flood damage must be to the percentage threshold adopted by law or ordinance although other damages may be involved, such as wind or fire. The percentage threshold is typically 50 percent but can be a lower threshold if adopted by law or ordinance.

Note that “substantial damage” and “substantial improvement” are often used interchangeably by a community official for all causes of loss. For the purposes of ICC Coverage D, substantial damage attributed only to flood is considered. All covered and non-covered damages sustained to the insured building by flood may be considered in the community’s determination of substantial damage.

The policyholder and/or adjuster are required to obtain a copy of the local ordinance and confirm the community official’s market value (not replacement cost value) for the insured building used to determine substantial damage. If the substantial damage letter signed by the authorized community official advises of the specific standard enforced against the building is included, this information can be used in lieu of obtaining the ordinance copy. The letter must also indicate the market value. It is important to note that FEMA never determines market value; it is solely determined by the community official.

Market value can be obtained from the following sources:

- (1) Independent appraisals by professional appraisers.
- (2) If the community prefers, a detailed estimate of the building’s ACV as a substitute for market value.
- (3) Property appraisals used for tax assessment purposes can be used as a screening tool.
- (4) The value of the building taken from NFIP claims data can be used as a screening tool.
- (5) Qualified estimates based on sound professional judgement made by staff of the local building department or local or state tax assessor’s office.
- (6) A copy of the detailed signed contract from the policyholder’s contractor confirming a start and completion date of the mitigation work to be performed. The contract must show the contractor’s and policyholder’s (property owner’s) signatures.

A community is a governmental body with the statutory authority to enact and enforce zoning, building codes, subdivision, and other land use control measures. The authority of each unit of government varies by State. Eligible communities can include:

- (1) Cities
- (2) Villages
- (3) Towns
- (4) Townships
- (5) Counties
- (6) Parishes
- (7) States
- (8) Native American tribes and Alaskan villages

## **1.1 Required ICC Requirements For Advance/Partial Payment:**

The policyholder may request an advance/partial payment from their insurer to help cover the cost of the eligible compliance measure(s) subject to the insurer’s approval once supporting documentation and a signed ICC proof of loss for the partial payment amount has been submitted. Previous FEMA guidance dated February 11, 2013 by then-FIMA Associate Administrator under Bulletin w-13006 ([Appendix H](#)) stipulate the requirements and guidelines for issuing an ICC advance:



Section III of the SFIPs, "Coverage D", authorizes ICC Coverage. See 44 C.F.R. Pt. 61, App.A(1-3). Section III. D. ICC benefits are available to eligible properties for floodproofing, relocating, elevating, or demolishing a structure following a flood (or any combination of these activities). The SFIP allows for up to \$30,000 in ICC benefits to be paid towards these activities, subject to the statutory limitation that the combined total amount paid for building damages under Coverage A of the SFIP and ICC benefits paid under Coverage D of the SFIP cannot exceed the statutory limit on coverage for any structure (currently \$250,000 for residential structures). See 42 U.S.C. § 4013. Under the terms of the Policy, ICC benefits are not payable until after the eligible work is completed. See 44 C.F.R. Pt. 61, App(A)(1-3), § III.D(5)(e).

The National Flood Insurance Program encourages mitigation efforts and supports individual and local initiatives to mitigate future risks, and allowing advance payments will further that goal.<sup>26</sup> Accordingly, to facilitate implementation of ICC and to effect mitigation measures to reduce the risk of future loss, FIMA Associate Administrator issued a conditional waiver of the provision in the SFIP Coverage D, subpart (5)(e)<sup>27</sup>, that requires completion of ICC work before payment, and authorizing partial advance payments up to 50 percent of the available ICC limits or \$15,000. Specifically, the NFIP insurers may advance up to one-half of the available ICC funds under an SFIP to an eligible policyholder, conditioned upon:

1. The policyholder signing a written agreement that the funds will be used only for eligible ICC work only, and
2. The policyholder signing a written agreement that if all or part of the advanced funds are not used within the permitted time limits for completing the eligible work (or any extensions that may be granted of that time), the policyholder agrees that those amounts not spent on such eligible work will be refunded.

If a policyholder fails to complete the ICC eligible work within the authorized time, the policyholder must return the ICC funds provided. Failure to do so will subject the policyholder to any available administrative, civil or criminal remedies. Those remedies include, but are not limited to, a determination that an SFIP is void pursuant to its General Conditions, Sections (B) and (G)(3) provisions<sup>28</sup>, a Federal debt collection action<sup>29</sup>, and legal actions under State or Federal laws.

If the policyholder does not agree to the above conditions, the terms of the SFIP will apply (i.e., no amount of ICC benefits will be paid until after completion of eligible work).

All other terms and conditions of the SFIP for ICC claims, including the ICC Proof of Loss requirements, are not affected by the conditional waiver.

The conditional waiver applies to all ICC claims made on or after February 11, 2013.

If an insurer issues a payment in accordance with the terms and conditions set forth here and properly documents ICC advance partial payments, FEMA will apply these standards in all reviews or audits of files, including any reviews under the Arrangement or the Improper Payment Information Act of 2002.<sup>30</sup> If a payment is incorrectly made to a policyholder, if a claim is not properly documented, if the insurer omits an additional named policyholder or mortgagee from being listed as an additional payee, or if the insurer otherwise does not act consistent with the obligations set forth in the Arrangement or applicable law, however, the insurer will be responsible for the erroneous payment.

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26 See 61 Fed. Reg. 49720 (1996).

27 44 C.F.R. Pt. 61, App.(A)(1-3), Section III. D(5)(e)

28 44 C.F.R. Pt. 61, App.A(1,2), Section VII B, G(3) and App.A(3) Section VIII B, G(3);

29 See 44 C.F.R. Part 11, Subpart A

30 Public Law 107-300, 33 U.S.C. §3321), as amended by the Improper Payment Elimination and Recovery Act of 2010 (Public Law 111-204).

## 1.2 Required ICC Claim File Documents and Requirements:

Once the work is complete, the policyholder must provide the flood adjuster and/or insurer with all final ICC documents, such as a post-FIRM elevation certificate or a floodproofing certificate, including any other supporting documentation confirming completion of the work.

The local community official must also inspect the compliant building or demolished area and provide the property owner with a certificate of occupancy, or a letter confirming compliance with floodplain management regulations has been met.

Once all required ICC documents are received, including confirming all other eligibility criteria, an insurer sends the policyholder an ICC proof of loss form for final payment that must be signed, dated, and returned to the insurer for processing.

The insurer issues the final ICC payment once all required steps have been completed relating to the eligible compliance measures and the building complies with minimum NFIP floodplain management regulations and the community ordinance. This process requires that the policyholder work closely with their local officials to ensure that the ICC work is completed timely. This also requires that the policyholder work closely with the flood adjuster and claims examiner to ensure timely submission of all required ICC documents. Please note that there can be no duplication of allowances considered in the underlying flood claim and ICC Coverage D nor does ICC provide coverage for deterioration or rot conditions of the building, additional costs associated with structural modifications, upgrades, or any additional increase in square footage.

**Table 13. Required ICC Claim File Documents**

Document	Details
Copy of the community's floodplain management ordinance.	Once FEMA provides a community with the flood hazard information upon which floodplain management regulations are based, the community is required to adopt a floodplain management ordinance that meets or exceeds the minimum NFIP requirements. The overriding purpose of the floodplain management regulations is to ensure that participating communities take into account flood hazards, to the extent that they are known, in all official actions relating to land use management.
Permit copy for floodplain development associated with the compliance measure.	Must be valid and has not expired. A permit is required before construction or development begins within any Special Flood Hazard Area (SFHA). Permits are required to ensure that proposed development projects meet the requirements of the NFIP and the community's floodplain management ordinance. A community must also review all proposed developments to ensure that all necessary permits have been received from those governmental agencies from which approval is required by Federal or State law.
Photographs	Detailing the compliance measure's progress from start to completion.
Elevation Certificate (EC), for elevation projects.	This can be pre- or post-construction. The elevation certificate (EC) is an administrative tool of the NFIP, which is to be used to provide elevation information necessary to ensure compliance with community floodplain management ordinances, to determine the proper insurance premium rate, or support a request for a Letter of Map Amendment (LOMA) or a Letter of Map Revision (LOMR) based on fill.

**Table 13. Required ICC Claim File Documents**

Document	Details
	<ul style="list-style-type: none"> <li data-bbox="623 317 1365 411">– <i>Letter of Map Amendment</i>. An amendment to the current effective FEMA map, which establishes that a property is not located in an SFHA. A LOMA is issued only by FEMA.<sup>31</sup></li> <li data-bbox="623 415 1398 508">– <i>Letter of Map Revision</i>. An official amendment to the current effective FEMA map. A LOMR is issued by FEMA and changes flood zones, delineations, and elevations.<sup>32</sup></li> </ul>

### 1.3 What to Know Concerning Elevation, Demolition, Relocation, and Floodproofing of a Flood Damaged Building:

#### A. Elevation

The ICC claim file should include:

1. Documentation on what elevation the building will permanently be raised to, including the required Base Flood Elevation (BFE), adopted ABFE (Advisory Base Flood Elevation), Best Available Data including any freeboard requirement.
2. Costs to setup equipment, elevate, and temporarily support the building.
3. Permit for floodplain development.
4. Cost to build the new compliant foundation.
5. Temporary support (cribbing).
6. Confirmation of the total number of vents and cost, if applicable to the elevation project.
7. Drawings of the projected building perimeter footprint, including dimensions of any attached garage and ground level utility room, if applicable.
8. Confirmation of the first floor living space square footage in comparison to the original flood-damaged building as the ICC payment will be limited to the costs to mitigate the building as it was at the time of loss as there is no coverage for any additional costs associated with structural modification, upgrades, or any additional square footage increase.
9. Pre-mitigation elevation certificate, if needed.
10. Post-mitigation elevation certificate.
11. Costs associated with disconnecting required utilities (electricity, water, sewer, or gas).
12. Costs associated with reconnecting required utilities (electricity, water, sewer, or gas; extensions and modifications).
13. Costs associated with reconstruction of egress (steps and railing plus allowances of 16 square feet of landing) front and rear or under building.
14. Cost of the installation of platform for air conditioning unit.
15. Cost to separate an attached garage, if applicable.
16. Architectural and engineering fees associated with a design for elevating an eligible insured building.
17. Before and after photographs of the structure and site.

31 See <https://www.fema.gov/letter-map-amendment-loma>; 44 C.F.R. Part 70

32 See <https://www.fema.gov/letter-map-revision>; 44 C.F.R. Part 65

**Table 14. Covered vs. Non-Covered Elevation Expenses**

Covered Elevation Expenses	Non-Covered Elevation Expenses
<ul style="list-style-type: none"> <li>• Architectural and engineering fees associated with a design for elevating an eligible insured building.</li> <li>• Cost of permits.</li> <li>• Pre-mitigation elevation certificate, if required.</li> <li>• Disconnecting required utilities (electricity, water, sewer or gas).</li> <li>• Clearing of plant-life and excavation around the insured building for the setup and installation of lifting equipment and supports.</li> <li>• Cost to separate an attached garage.</li> <li>• Elevation of the insured building to minimum required height (BFE or freeboard).</li> <li>• Temporary support (cribbing).</li> <li>• Removal and disposal of pre-mitigation insured building foundation components, when applicable (see Demolition).</li> <li>• Construction of the compliant foundation.</li> <li>• Required minimum flood venting.</li> <li>• Re-connection of required utilities (extension or modification).</li> <li>• Re-construction of egress (steps &amp; railings plus 16 SF landing), front and rear of the structure, or under the structure.</li> <li>• Installation of platform for air-conditioning equipment.</li> <li>• Post-mitigation elevation certificate.</li> </ul>	<ul style="list-style-type: none"> <li>• Elevation of any structure other than the insured building.</li> <li>• Elevation of the insured building already at the minimum required height.</li> <li>• Elevation of the insured building above the minimum required height.</li> <li>• Elevating the insured building outside of a Special Flood Hazard Area, except when required according to an existing local community flood management ordinance.</li> <li>• Code upgrades unrelated to State or local floodplain management law or ordinance.</li> <li>• Added improvements, remodeling, or additions.</li> <li>• Disconnection, elevation and re-attachment of decks or walkways.</li> <li>• Re-attachment of garages or grade level utility closets.</li> <li>• Repair, removal, reinstall or replacement of exterior siding or masonry veneer.</li> <li>• Re-grading and re-seeding of lawns or the replacement of plant-life.</li> <li>• Other surfaces (sidewalks, driveways, patios, etc.) or structures (fences, containment or retaining walls, etc.) outside the perimeter exterior walls of the insured building.</li> <li>• Expenses not included in the covered elevation expenses above.</li> <li>• Allowances for items already considered under Coverage A – Building Property.</li> <li>• Any payable amount over the NFIP’s maximum for Coverage A – Building Property, on any single loss.</li> </ul>

**B. Demolition**

The ICC claim file should include:

1. Cost to demolish the insured building or foundation (plus associated cartage and dump fees).
2. Cost to demolish other covered items other than the insured building, if applicable.
3. Cost to grade and stabilize the building site or fill for basements.
4. Cost of clearing the existing building site of any remaining materials of the insured building, such as the foundation.
5. Cost to disconnect and cap required utilities (electricity, water, sewer and/or gas).
6. Cost to grade and stabilize the site in accordance with state or local regulations.
7. Before and after photographs of the structure and site.

The property may be redeveloped after demolition is complete, subject to all applicable Federal, state,

and local community laws and regulations.

**Table 15. Covered vs. Non-Covered Demolition Expenses**

Covered Demolition Expenses	Non-Covered Demolition Expenses
<ul style="list-style-type: none"><li>• Cost of permits.</li><li>• Demolition of an eligible insured building.</li><li>• Disconnect and cap required utilities (electricity, water, sewer and or gas) in accordance with State and local regulations.</li><li>• Cartage of debris (demolished insured building) and dump site fees.</li><li>• Clearing the existing building site of any remaining materials of the insured building, such as the foundation.</li><li>• Grade and stabilize the building site in accordance with State or local regulations (fill for basement foundation voids).</li></ul>	<ul style="list-style-type: none"><li>• Demolition of an insured building already in compliance with State or local floodplain management law or ordinance.</li><li>• Demolition of other surfaces (sidewalks, driveways, patios, etc.) or structures (detached garages and carports, sheds, play sets, fences, containment or retaining walls, etc.) outside the perimeter exterior walls of the insured building.</li><li>• Re-grading and re-seeding of lawns or the replacement of plant-life.</li><li>• Expenses not included in the covered demolition expenses above.</li><li>• Allowances already paid in a claim under Coverage A – Building Property.</li><li>• Any payable amount over the NFIP’s maximum for Coverage A – Building Property, on any single loss.</li></ul>

### **C. Relocation**

The ICC claim file should include:

1. Confirmation of the moving route preparation.
2. Costs for the building transport, mileage and cost.
3. Costs associated with installation and anchoring of the building to the new foundation.
4. Costs to disconnect electricity, water, sewer and gas and reconnection charges for electricity, water, sewer, and gas.
5. Architectural and engineering fees associated with a design for relocating and eligible insured building.
6. Permit for floodplain development.
7. Costs associated with clearing of plant life and excavation around the insured building to allow setup, installation of lifting and transportation of equipment and supports.
8. Costs associated with preparation, elevation, and transport of the insured building to the new site.
9. Cost to clear the existing building site of any remaining material of the insured building, such as the foundation.
10. Cost to construct the compliant foundation of the new site.
11. Cost to install and anchor the insured building to the foundation at the new site.
12. Cost to connect required utilities at the new site, electricity, water, sewer, and/or gas.
13. Before and after photographs of the structure and site.

**Table 16. Covered vs. Non-Covered Relocation Expenses**

Covered Relocation Expenses	Non-Covered Relocation Expenses
<ul style="list-style-type: none"><li>• Architectural and engineering fees associated with a design for relocating an eligible insured building.</li><li>• Cost of permits.</li><li>• Clearing of plant-life and excavation around the insured building to allow the setup, installation of lifting and transportation equipment and supports.</li><li>• Preparation of the moving route.</li><li>• Disconnect and cap required utilities in accordance with state and local regulations.</li><li>• Preparation, elevation, and the transport of the insured building to the new site.</li><li>• Clearing the existing building site of any remaining materials of the insured building, such as the foundation (see Demolition).</li><li>• Construction of the compliant foundation at the new site (see Elevation).</li><li>• Installation and anchoring of the insured building to the foundation at the new site.</li><li>• Connecting required utilities at new site (electricity, water, sewer, and or gas).</li></ul>	<ul style="list-style-type: none"><li>• Relocation of any structure other than the insured building.</li><li>• Elevating the insured building at the new site located in a non-SFHA.</li><li>• Expenses not included in the covered relocation expenses above.</li><li>• Allowances already paid in a claim under Coverage A – Building Property.</li><li>• Any payable amount over the NFIP’s maximum for Coverage A – Building Property, on any single loss.</li></ul>

## D. Floodproofing

The ICC claim file should include:

1. Completed Floodproofing Certificate.
2. Photographs of shields, gates, barriers, or components, designed to provide floodproofing protection to the building.
3. Written certification from a licensed professional engineer that all portions of the building below the BFE are made watertight or substantially impermeable to the passage of water and must perform in accordance with Title 44 Code of Federal Regulations (44 CFR 60.3(c)(3)).

See the [Flood Insurance Manual](#) for information regarding floodproofing.

Eligible structures for floodproofing:

- (1) Non-residential buildings in A zones (floodproofing is not allowable in any V zones). The specifications for floodproofing ensure that the building is watertight, its floodproofed walls will not collapse, and the floor at the base of the floodproofed walls will resist flotation during flooding conditions.
- (2) Residential dwellings with basements, located in zones A1-30, AE, AR, AR Dual, AO, AH, and A with BFE that are within communities specifically approved and authorized for residential floodproofing by FEMA. For residential buildings, the building must be watertight without human intervention.

**Table 17. Covered vs. Non-Covered Floodproofing Expenses**

Covered Floodproofing Expenses	Non-Covered Floodproofing Expenses
<ul style="list-style-type: none"> <li>● Architectural and engineering fees associated with a design for floodproofing an eligible insured building.</li> <li>● Cost of permits.</li> <li>● Floodproofing certification completed by a design professional for non-residential buildings.</li> <li>● Installation of watertight shields for doors and windows.</li> <li>● Reinforcement of walls to withstand floodwater pressures and impact forces generated by floating debris.</li> <li>● Membranes and other sealants to reduce seepage of floodwater through walls and wall penetrations.</li> <li>● Installation of drainage collection systems and sump pumps to control interior water levels, collect seepage, and reduce hydrostatic pressures on the slab and walls.</li> <li>● Installation of check valves to prevent backup of floodwater or sewage through utilities.</li> <li>● Anchoring the building to resist flotation, collapse, and lateral movement.</li> </ul>	<ul style="list-style-type: none"> <li>● Floodproofing of any structure other than the insured building.</li> <li>● Code upgrades unrelated to state or local floodplain management ordinance.</li> <li>● Expenses not included in the covered floodproofing expenses above.</li> <li>● Allowances already paid in a claim under Coverage A – Building Property.</li> <li>● Any payable amount over the NFIP’s maximum for Coverage A – Building Property, on any single loss.</li> <li>● Measures such as floodwalls independent from the building, berms, and levees around buildings are not allowable floodproofing measures under the NFIP.</li> </ul>

## 1.4 Assignment of Coverage D, ICC Benefits

FEMA authorizes policyholders the ability to assign their ICC claim payments when eligible to be included in a FEMA-sponsored flood mitigation grant involving eligible ICC compliance activities. The policyholder's agreement to transfer this interest is accomplished by submitting the Assignment of Coverage D – Increased Cost of Compliance Coverage Form ([Appendix I](#)) to the local authorities, state, or community administering the grant. Once the policyholder assigns the ICC claim, the local authorities, state, or community will be responsible for completing the eligible mitigation activity. Upon receipt of the completed Assignment of Coverage D Form, the insurer should process the ICC claim in the customary manner up to the policy limit of \$30,000, when available.

Therefore, adjusters and insurers are required to verify and include the required ICC documentation based on the selected mitigation activity as they normally would.

### A. Steps for the Assignment of Coverage D - Increased Cost of Compliance Coverage:

1. Policyholder consents to the assignment of the ICC claim payment.
2. The community official will provide the policyholder with an Assignment of Coverage D Form ([Appendix I](#)).
3. The policyholder signs the form and provides the signed form to the community official.
4. The community official sends a copy of the completed form, along with the community's signed declaration of substantial damage to the NFIP Bureau & Statistical Agent at [NFIPClaimsMailbox@fema.dhs.gov](mailto:NFIPClaimsMailbox@fema.dhs.gov), or PO Box 310, Lanham, MD 20703-0310.
5. NFIP BSA maintains a database of the ICC information submitted by the community. The NFIP BSA

then sends the documents to the appropriate insurer, with instructions. The insurer will then assign an adjuster.

6. The assigned adjuster contacts the policyholder to advise s/he has the claim and contacts the local community official to coordinate and help complete the claim.
7. The adjuster receives/reviews the contract for demolition, elevation, relocation or floodproofing to determine the cost.
8. The adjuster has the community official sign the proof of loss once the claim value has been determined.
9. The adjuster sends the final report, along with the Proof of Loss to the insurer for payment.
10. The insurer issues the check to the community and advises the NFIP BSA of the amount of the claim payment.

NOTE: The policyholder cannot assign an ICC claim when the owner transfers title of the property to a new property owner. The SFIP allows policyholder to assign the policy in writing when policyholder transfers title, but not a flood or ICC claim.

## 1.5 Grants

ICC benefits can be used as the non-Federal cost share that is the policyholder's responsibility for SFIP policyholders participating in a FEMA mitigation grant.

FEMA offers three Hazard Mitigation Assistance (HMA) grant programs to assist the states, U.S. territories, federally-recognized tribal governments, and local communities in implementing cost-effective, long-term hazard mitigation measures including elevation. All three have different periods of funding availability and eligibility considerations.

1. Hazard Mitigation Grant Program (HMGP) provides grants to states and local governments to implement long-term hazard mitigation measures after a major disaster declaration to protect public or private property through various mitigation measures. When a Federal disaster declaration is made, new opportunities for mitigation funding may be available.<sup>33</sup>
2. Pre-Disaster Mitigation (PDM) Program provides funds to states and local communities annually, so they may continue to achieve a higher level of risk management capability through the implementation of hazard mitigation planning and mitigation projects prior to a disaster event. This is a competitive grant program that addresses many different types of natural hazards.<sup>34</sup>
3. Flood Mitigation Assistance (FMA) Program is competitive and focuses solely on flood mitigation. The FMA program provides funds on an annual basis to states, territories, federally-recognized tribes and local communities for projects that reduce or eliminate the long-term risk of flood damage to buildings insured under the National Flood Insurance Program.<sup>35</sup>

Individuals may not apply directly to the State for assistance from any of these programs; however, local governments may sponsor an application on their behalf. FEMA awards mitigation grant funds to the state, which disburses those funds to its communities. States have the primary responsibility for prioritizing, selecting, and administering state and local hazard mitigation projects.

## 1.6 Cost Share

Cost share, also known as the "non-federal share" or "non-federal match", is the portion of the costs of a

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33 42 U.S.C. § 5170(c)

34 42 U.S.C. § 5133

35 42 U.S.C. § 4101(c)



FEMA mitigation grant that is the policyholder's responsibility not borne by the federal government. The authorizing statute for each HMA program establishes the minimum cost share. The total cost to implement approved mitigation activities is generally funded by a combination of federal and non-federal sources. Both the federal share and the non-federal cost share must be for eligible costs used in direct support of activities that FEMA has approved in the grant award. Contributions of cash, third-party in-kind services, materials, or any combination thereof, may be accepted as part of the non-federal cost share. To meet cost-sharing requirements, the non-federal contributions must be reasonable, allowable, allocable, and necessary under the grant program and must comply with all federal requirements and regulations.

The terms of the SFIP, Coverage D, control what a policyholder is paid under the policy. The terms of the grant and any non-federal cost-share are separate and distinct from the terms of the SFIP. The recipient (state, territory, or federally recognized tribe) and FEMA's regional HMA program offices will make and verify a determination that an assignment of the ICC claim has not resulted in a duplication of benefits for purposes of the grant.

## **1.7 Some ICC Issues**

### **A. Sale of the Structure**

The sale of a building from one individual to another is a contract between those individuals and should not involve the NFIP. The NFIP contract is with the policyholder who owned and insured the building on the date of loss and it will or has met those obligations. If the purchaser must repair the building to meet the community's floodplain management ordinance, the cost of that obligation should be reflected in the purchase price.

### **B. Converting or Retrofitting a Building**

ICC covers second story conversions and are accomplished by abandoning the lower enclosed area making it non-habitable as long as the enclosed area is raised above ground level by foundation walls, shear walls, posts, piers, pilings, or columns. A new second story is constructed usually when the depth of the base flood is more than four or five feet. The roof and roof framing are removed and a new second story is built on top of the lower level. Considerations such as cost, final appearance, the strength of the existing foundation, and the need to address other natural hazards should also be considered. The building must meet the requirements of floodplain management and the community ordinance. The building after reconstruction must also meet the SFIP definition of an elevated building (*Section II.B.14. Elevated Building. A building that has no basement and that has its lowest elevated floor raised above ground level by foundation walls, shear walls, posts, piers, pilings, or columns.*). The policyholder is required to submit a certification statement from a registered design professional to certify under seal that the structural design, plans, specifications, and method of construction are in accordance with accepted standards of practice in addition to meeting or exceeding the minimum floodplain management requirements of the NFIP and building codes.

### **C. Filling a Subgrade Basement**

Coverage is available under Coverage D ICC to fill in a basement and then elevate the existing home to meet the SFIP definition of an elevation building, if this activity is required by the community enforcing their floodplain management ordinance as it relates to elevation.

### **D. Mitigation Measures**

Mitigation measures completed prior to the issuance of the substantial damage declaration will not be considered. Substantial damage determinations for the purposes of ICC claims cannot be issued after

repairs have been started or mitigation completed as it is no longer possible to verify that the building was out of compliance and the cost of repairs attributed directly to flood.

### **E. Elevating on Fill**

Elevation on Fill is allowed in A and AE zones as complying with NFIP minimum standards, however, some communities prohibit the use of fill in their ordinances. The insurer should review the community ordinance to verify the use of fill.

Note: Allowing a claim for fill dirt only is not true mitigation with no structure in place. ICC is concerned with completed mitigation to the insured building and or a replacement structure.

### **F. Itemized Contractor Estimates**

Lump sum estimates are not acceptable for ICC purposes. The ICC adjuster is required to write their own estimate to ensure the integrity of the pricing provided by the contractor is correct. The examiner must also review the ICC estimate for validity which includes identifying non-covered allowances related to ICC.

### **G. Asbestos Abatement**

excludes the cost associated enforcement of any ordinance or law that requires any policyholder or others to test for, monitor, clean up, remove, contain, treat, detoxify, or neutralized, or in any way respond to or assess the effects of pollutants.<sup>36</sup>

### **H. Opening in Foundation Walls and Wall Enclosures**

Non-engineered openings are used to meet the NFIP's prescriptive requirement of one square inch of net open area for every square foot of enclosed area. As an alternative, engineered openings that have characteristics that differ from non-engineered openings may be used provided they are designed and certified by a registered design professional as meeting certain performance characteristics. FEMA Technical Bulletin 1, Openings in Foundation Walls and Walls of Enclosures Below Elevated Buildings in Special Flood Hazard Areas, August 2008 ([Appendix J](#)) may be helpful.

## **1.8 ICC U-CORT Waiver Process**

A FEMA waiver is required when the timeframe to complete an eligible mitigation activity has expired. Once the eligible and approved mitigation activity is complete, the NFIP insurer on behalf of the policyholder will request that waiver using FEMA's U-CORT. The insurer may submit a request directly to FEMA through FEMA's U-CORT requesting authorization to pay benefits to the policyholder. The insurer must confirm that the rights of the Program have not been prejudiced by the late submission and provide the Administrator with a valid reason for the delay when the request is submitted. The policyholder and insurer must work together to ensure that the ICC claim meets all eligibility and documentation requirements. FEMA reviews and approves each request on a case-by-case basis. *The ICC work must be completed before the waiver is submitted to FEMA for consideration of payment. A waiver should not be submitted to FEMA for pre-approval.*

See [Section 2](#) of this manual for details on the ICC waiver process.

This ICC process is not exhaustive and additional supporting documents may be required as deemed necessary by the insurer. Not all buildings qualify for an ICC payment. ICC also does not cover for any duplication of an item included in the SFIP Coverage A-Building Property payment made or for any amount over the Program's statutory limit for the type of building insured.

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<sup>36</sup> Section III.D.5.b.

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# Section 4: NFIP Claims Appeals

## 1 NFIP Claims Appeals

NFIP policyholders file claims with their insurers after experiencing a flood and most claims will settle without dispute. A policyholder may disagree with their insurer in some cases and they may appeal their insurer's final claim decision to FEMA.

FEMA reviews policyholder appeals concerning final claim determinations because FEMA oversees the NFIP but recommends the policyholder work with their adjuster, the adjuster's supervisor, and the insurers first. The insurers and their representatives are in the best position to quickly address a specific claim problem. The NFIP policyholder retains the right to appeal any denial directly to FEMA when an agreement cannot be reached on the claims determination along with any denial of all or a portion of their claim.

### 1.1 Eligibility

A policyholder may appeal a full or partial denial of a claim by the insurer and must appeal within 60 days of the date of the insurer's written denial letter to FEMA by email at FEMA-NFIP-Appeals@fema.dhs.gov or by postal or express mail at FEMA, 400 C Street SW, 3rd Floor SW, Washington, DC 20472-3010.<sup>37</sup> FEMA begins counting the day after the date on the denial letter and counts every Saturday, Sunday, and legal holiday. If the 60th day is a Saturday, Sunday, or legal holiday; FEMA extends the period to the next day that is not a Saturday, Sunday, or legal holiday. FEMA considers an email electronic time stamp, U.S. Mail postmark, or express carrier acceptance date as the time of submission to FEMA.

Federal regulation prohibits policyholders who have filed suit against their insurer or entered into appraisal to determine the amount of their loss from appealing their denial to FEMA.<sup>38</sup> With appraisal, an impartial third party determines the value of the covered scope of damage, when the insurer and policyholder disagree on that dollar amount.<sup>39</sup>

### 1.2 Filing an Appeal

In addition to the name of the policyholder(s) and the property address, appeal letters must include:<sup>40</sup>

- (1) The flood insurer's denial letter;
- (2) The flood insurance policy number (from the policy's declarations page);
- (3) Contact information;
- (4) Letter of Representation<sup>41</sup>: If the author of the letter is a representative of the policyholder (e.g., a relative, a public adjuster, an attorney, or a translator), he or she should indicate the relationship and provide documents verifying and authorizing the relationship. A letter of representation allowing access to personal information under the Privacy Act, 5 U.S.C. § 552a must include:
  - The policyholder's full name, current address, date and place of birth, the name(s) of the representative(s), and the policyholder's signature;

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<sup>37</sup> See 44 C.F.R. § 62.20(e)(1) (2017)

<sup>38</sup> See 44 C.F.R. § 62.20(c)(1); (d) (2017)

<sup>39</sup> See SFIP, Section VII. General Conditions, paragraph (P) "Appraisal"

<sup>40</sup> See 44 C.F.R. § 62.20(e) (2017) for requirements

<sup>41</sup> See 6 C.F.R. § 5.21(d); (f) (2017)

- The following statement from the policyholder: ““I expressly grant permission to FEMA to release my records to this third party representative.”;
  - The policyholder must have this document notarized or include the following statement:
    - “I declare under penalty of perjury that the foregoing is true and correct. Executed on <DATE>. <SIGNATURE>.”<sup>42</sup>;
- (5) The details of the policyholder’s concern; and
- (6) Documentation that illustrates, explains, and supports the policyholder’s position.

FEMA reviews the incoming appeal package and then requests the claim file from the insurer to verify the information the insurer relied upon is current and accurate. To best address the issue(s) raised in an appeal, FEMA encourages policyholders to provide as much detail and documentation needed to support their position in the initial appeal.

Policyholders should provide all information relevant to their particular issue(s).<sup>43</sup> Policyholders can access a sample list of documentation in the [NFIP Flood Insurance Claims Handbook](#). This list serves as an example and policyholders need not submit all of the documentation listed; only the documentation that applies.

FEMA may require additional information depending on the circumstances of the disagreement. The policyholder is allowed an additional 14 calendar days to supplement the appeal file, using the same process and information described above.<sup>44</sup>

### 1.3 What to Expect

FEMA will review the claim file to determine if the insurer properly evaluated and paid the claim based on the terms and conditions of the SFIP when a policyholder files an appeal.

The policyholder may raise new questions or provide documentation in the appeal that they did not present to the insurer before the insurer denied the claim. FEMA may recommend submitting any additional documentation that the policyholder may have directly to the insurer to support their claim(s) for additional payment or to preserve the policyholder’s appeal rights.

FEMA begins its process by acknowledging receipt of the appeal in writing to the policyholder and requesting the claim file from the insurer. During the appeal process, if the insurer is able to resolve the appeal issue(s) in favor of the policyholder under the terms and conditions of the SFIP, FEMA encourages them to do so.

At the conclusion of the appeal, FEMA will provide its decision in writing with specific information concerning the resolution of the appeal.<sup>45</sup>

FEMA’s response will address each issue raised on appeal in one of two ways:

1. FEMA will inform both the policyholder and the insurer of its determination and recommend the most appropriate action(s) to the insurer when FEMA agrees with the policyholder.
2. FEMA will explain its decision in plain language with references to the SFIP and other relevant publications when FEMA disagrees with the policyholder. FEMA may also suggest actions the

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<sup>42</sup> See 28 U.S.C. § 1746.

<sup>43</sup> See 44 C.F.R. § 62.20(e)(4) (2017)

<sup>44</sup> See 44 C.F.R. § 62.20(f)(2) (2017)

<sup>45</sup> See 44 C.F.R. § 62.20(f) (2017)

policyholder can take to achieve a different outcome.

## 1.4 Insurer Responsibility

Policyholders must have a formal letter of denial, in whole or in part of the policyholder's claim, from their insurer to appeal a decision to FEMA.<sup>46</sup> For the policyholder to comply with FEMA's requirements for the appeals process, the insurer must provide a properly written denial letter to policyholders when they deny a claim, in whole or in part. The insurer must include the following elements in all denial letters:

- (1) The date of the denial letter. The date of the initial denial letter begins the one-year period from which the policyholder may file suit; the denial letter date also triggers the 60-day period to file an appeal with FEMA under Title 44, Code of Federal Regulations, Section 62.20.
- (2) The name(s) of the policyholder(s), the mailing address, and the loss location. While straightforward, these elements are especially important when policyholders involve legal representatives, public adjusters, or other representatives when submitting a claim for payment (i.e., the proof of loss).
- (3) The date of loss. Necessary when policyholders file claims for the same properties across multiple events.
- (4) The date(s) the policyholder submitted a request for payment (e.g., advance payment, proof of loss) or failed to comply with a material term of the SFIP (e.g., failed to submit a timely proof of loss). Sequentially, a denial letter should be issued only after the policyholder submits a signed and sworn proof of loss, signs the final adjuster's report, or fails to comply with a material term of the SFIP.
- (5) The item(s) denied with the corresponding dollar amount denied, whenever applicable. Denial letters should avoid general terms such as "various items" or "finished items in a basement," and instead list the items not covered by the SFIP.
- (6) A plain-language explanation for the non-payment or non-coverage. Rather than quote the SFIP at length, the denial letter should explain why the SFIP does not provide coverage.
  - a. *Example*: "The Standard Flood Insurance Policy does not cover shrubs. We therefore must deny the part of your claim seeking payment for shrubs. This limitation appears in the SFIP at Section IV, Paragraph 6."
  - b. *Not*: "The above-referenced claim has been closed without payment. IV. PROPERTY NOT COVERED 6. Land, land values, lawns, trees, shrubs, plants, growing crops, or animals[.]"
- (7) Citations to the relevant sections of the SFIP and a web link to the SFIP. This should complement the plain-language explanation, not replace it.

Insurers should continue to acknowledge coverage restrictions in their communications with policyholders. Nothing in this section is intended to broaden coverage or change standard claims-handling procedures.

With every denial, the insurer must also include an attachment that explains the rights of the policyholder after a whole or partial denial. FEMA is providing the Policyholder Rights document ([Appendix G](#)). WYO Companies may modify this document to the extent that they want to include any brand identity or contact information elements. FEMA intends for this attachment to replace the previous standard paragraphs in the denial letters themselves concerning appeals and litigation. The Policyholder Rights

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<sup>46</sup> See 44 C.F.R. § 62.20(b) (2017)

document provides policyholders with the option to submit flood insurance appeals by email.

When the reasons given in the denial letter do not agree with the facts of the claim, or if the SFIP citation referenced does not fully support the denial decision, the letter may be faulty and result in a premature or ineligible appeal. In such a case, FEMA will forward the policyholder's letter to the insurer requesting that they deal directly with the policyholder to resolve the matter by making a final determination and send an adequate denial letter. Insurers should continue to acknowledge coverage restrictions in their communications with policyholders.

Finally, FEMA is currently receiving appeals prior to the policyholder receiving a denial letter. FEMA reminds the insurers that the SFIP does not authorize adjusters to approve or disapprove claims, or to tell the policyholder whether the insurer will approve the claim.<sup>47</sup> The adjusters may answer general flood insurance coverage questions in the effort to provide good customer service to policyholders, but should also inform policyholders that the insurer provides the final claim decision. FEMA asks that the insurers have their adjusters inform policyholders that they cannot file an appeal until they receive a denial letter. The proper sequence for claims-handling and dispute resolution is explained in the FEMA Fact Sheet, "[Flood Claims Process](#)" available on [fema.gov](http://fema.gov).



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<sup>47</sup> See SFIP, Section (VII)(J)(8)

## Appendix

Appendix	Document
Appendix A – Adjuster Fee Schedule	 AppendixA Adjuster Fee Schedule_eff0824
Appendix B – ICC Fee Schedule	 AppendixB ICC Fee Schedule_eff 090120
Appendix C – FEMA Policy Guidance for Closed Basin Lakes	 AppendixC FEMA Policy Guidance for CI
Appendix D – SALAE Approval Request Form	 AppendixD SALAE Approval Request For
Appendix E – NFIP Claims Forms	 AppendixE NFIP Forms.docx
Appendix F – Bulletin w-13025a Structural Drying	 AppendixF Bulletin w-13025a Structural
Appendix G – Policyholder Rights	 AppendixG Policyholder Rights.p
Appendix H – Bulletin w-13024 Increased Cost of Compliance Amendments	 Appendix H w-13024 Increased Cost of Com
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Appendix K – ICC Policyholders Processing Checklist	 AppendixK ICCPolicyholdersProc

## Acronyms and Abbreviations

Acronym	Acronym Definition
ACO	Adjuster Claims Office
ACV	Actual Cash Value
ADA	Americans with Disabilities Act of 1990
ALE	Additional Living Expenses
ANFI®	Associate in National Flood Insurance®
ANSI	American National Standards Institute
APDA	Adjuster Preliminary Damage Assessment
ASC	Areas of Special Consideration
BFE	Base Flood Elevation
BVLA	Building Valuation Loss Assessment
CBIA	Coastal Barrier Improvement Act
CBRA	Coastal Barrier Resources Act
CBRS	Coastal Barrier Resources System
CFR	Code of Federal Regulations
CPA	Certified Public Accountant
CSA	Controlled Substances Act
CWOP	Closed Without Payment
DHS	Department of Homeland Security
DRC	Disaster Recovery Center
E&O	Errors and Omissions
EC	Elevation Certificate
EMI	Emergency Management Institute
FBFM	Flood Boundary and Floodway Map
FCN	Flood Control Number
FEMA	Federal Emergency Management Agency
FICO	Flood Insurance Claims Office
FIMA	Federal Insurance and Mitigation Administration
FIRM	Flood Insurance Rate Map
FIS	Flood Insurance Study
FMA	Flood Mitigation Assistance
FRO	Flood Response Office

Acronym	Acronym Definition
GA	General Adjuster
GAO	Government Accountability Office
GFIP	Group Flood Insurance Program
GP Form	General Property Form
HFIAA	Homeowner Flood Insurance Affordability Act of 2014
HMA	Hazard Mitigation Assistance
HMGP	Hazard Mitigation Grant Program
HVAC	Heating, Ventilation, and Air Conditioning
ICC	Increased Cost of Compliance
IFICO	Integrated Flood Insurance Claims Office
IHP	Individuals and Households Program
IICRC	Institute of Inspection Cleaning and Restoration Certification
Insurer	NFIP Direct <u>and</u> WYO Companies
IPERIA	Improper Payment Elimination and Recovery Information Act
JFO	Joint Field Office
LAG	Lowest Adjacent Grade
LOMA	Letter of Map Amendment
LOMR	Letter of Map Revision
NFIP	National Flood Insurance Program
NFIP BSA	National Flood Insurance Program Bureau and Statistical Agent
NFIP Direct	National Flood Insurance Program Direct Servicing Agent
NWS	National Weather Service
OHP	Overhead and Profit
OIG	(DHS) Office of the Inspector General
OPA	Otherwise Protected Areas
POL	Proof of Loss
RCBAP	Residential Condominium Building Association Policy
RCQC	Random Claims Quality Check
RCV	Replacement Cost Value
RL	Repetitive Loss
SALAE	Special Allocated Loss Adjustment Expense
SAP	Single Adjuster Program
SF	Square foot/feet

Acronym	Acronym Definition
SFHA	Special Flood Hazard Area
SFIP	Standard Flood Insurance Policy
SRL	Severe Repetitive Loss
TRRP (Plan)	Transaction Record Reporting and Processing Plan
U.S.C.	United States Code
UAV	Unmanned Aerial Vehicle
UCORT	Underwriting and Claims Operation Review Tool
UW	Underwriting
WYO Company	Write Your Own Company